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Student Health Services

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UNIVERSITY OF NORTH DAKOTA
1883-2008
CELEBRATING 125 YEARS

JOHN A. SWENSON, M.D.
STUDENT HEALTH SERVICES

Part I: John A. Swenson, M.D.
Part II: Pat Campbell, MPH, LRD, CDE



UND Student Health Service – Centennial Report

Prepared by Dr. John H. Swenson, 1982

The University of North Dakota has recognized the necessity and challenge of meeting the health care needs of its students for 74 of its first 100 years.

Details of the health service at the University prior to 1969 has been extremely well documented by Ruth A. Noren, R.N., Co-Director and Supervisor Emeritus of the Student Health Service. A monograph was published in 1977 by the University regarding the history of the Student Health Service and was prepared by Miss Noren; the problems and challenges experienced by the University in caring for its students are well documented. The details of this report were related to Miss Noren by Dr. H.E. French, Dean Emeritus of the School of Medicine from 1911 to 1947; Mr. J. W. Wilkerson, Business Manager of the University from 1907 to 1948; Dr. James Grassick, pioneer physician in Grand Forks; Dr. Thomas J. Clifford, President of the University; Myrtle Larson, former Assistant to the President of the University; Dr. D. J. Robertson, Dean Emeritus of University College; and Mrs. Margaret Libby Barr, former Associate Professor of Business and Vocational Education (Emeritus), among others.

Ruth Noren, R.N., was the co-Director and Supervisor of the Student Health Service from 1941 to 1969, a period of 28 years. She was a native of Sweden who came to North Dakota as a child with her parents. Upon high school graduation, she was not able to attend college because of lack of financing. After passing her state examination, Miss Noren taught in a one-room country school for two years. From her earnings she managed to save enough money to put herself through nurse's training, graduating in 1929. Following this, she worked in a South Dakota hospital for three years, returning to her home when her mother died. Working for a small town doctor, she found her duties to be many and varied and on more than one occasion helped deliver babies at isolated rural locations. It was discovered that she had a medical problem with her spine from an earlier illness. She was confined to her bed for months and for five years found it necessary to wear braces. In spite of this, she cared for her father until his death. She came to the University in 1941 believing that she could not stand the physical strain of continuing bedside nursing and having decided to become a medical secretary. She applied for a nursing position at the Student Health Service and was hired at that time. UND President Thomas Clifford stated when presenting Miss Noren with the Sioux Award in October 1976,

“From that day in 1941 began an association that was to brighten the lives of students and staff until Ruth Noren retired 28 years later.”

The monograph documents the fact that no records are found in early catalogs of any type of Student Health Service from the founding of the University in 1883 and through the following 26 years. A tragic episode of this lack is related in the history University of the Northern Plains by Louis G. Geiger, as he tells of the incident in which President Homer G. Sprague put himself in a bad light by trying to hide a janitor and two students seriously ill with diphtheria in an unheated attic when the University was being visited by a legislative delegation in February of 1889. The patients were discovered in these most embarrassing circumstances and three of the janitor’s children died. The University was not closed until the local health board insisted that it be closed and inspected before reopening.

Further gleanings from the office of the Registrar reveal that in 1909 to 1919 health facilities consisted of one room equipped for dispensary services and one room with bath and necessary furnishings for infirmary needs set aside in Budge Hall for men and another in Davis Hall for women. A resident graduate nurse divided her time between these units. A series of health lectures was given by the nurse to coeds and by the president or a physician to the men. The University catalog of 1917 mentions that a “free dispensary was maintained in Room 109 of Merrifield Hall (later called Old Main) under the direction of a reputable physician and a registered nurse.” The physician was in attendance from 4:15 p.m. to 5:15 p.m. on Tuesdays and Fridays. At this time, Dr. James Grassick, pioneer physician of Grand Forks, began to work at the University when he accepted the appointment as University physician in 1917 and held that position for many years. He organized and conducted the University dispensary where students could get advice, physical examinations, and treatment for illness or injuries without cost. The dispensary served as a clearing house for campus ills and was instrumental in warding off many an incipient epidemic by detecting early cases. Dr. Grassick also held the position of special lecturer in the School of Medicine and conducted the home nursing courses during the summer session. At the beginning of World War I, he was appointed contract surgeon for the Student Army Training Corps (SATC) at the University of North Dakota and acted in that capacity during the influenza epidemic of 1918 which struck mercilessly upon the campus in the fall. This was anticipated by Dr. Grassick, by Dr. H. E. French, and Lt. McIntosh of the Medical Corps who was stationed on the campus. Requests were made to the commanding officer of the

military post on the campus to establish a hospital unit, but this was vetoed by the commanding officer. The influenza epidemic struck with unprecedented violence and cots were set up as rapidly as they could be procured. The basement of Budge Hall was quickly filled and additional beds were set up throughout dormitories. This soon spilled over into Davis Hall, and a few days later the Phi Delta Theta house was converted into an infirmary with medical students enlisted for nursing services. The commanding officer refused the use of sheets and pillowcases on the beds saying that a soldier in training for front line duty should not have such luxuries. Dr. French personally made two appeals to this officer to issue top coats to soldiers standing guard duty in the rain, sleet, and snow but was informed that these were not available. He then requested permission for the soldiers to wear civilian top coats, but the commanding officer stated that this could not be tolerated.

Out of a contingent of 500 men, over 300 became ill with influenza. At this stage, the commanding officer went into the sick bay for inspection ordering patients to stand at attention and salute him, and overruled the medical officer by ordering many of them out to drill. Complications followed and 69 patients developed pneumonia, 29 died, 11 in one day. Eight patients developed empyema, were transferred to local hospitals for surgery, and all of those recovered. In the controversy over authority in the sick bay, the medical officer wired military headquarters in Washington, D.C., to confirm his right of command over sick soldiers. The commanding officer had arrived on October 2, and by the 27th of that month, local civilian resentment against him had risen to the point that action was taken for his immediate removal. He was replaced by Lt. Sweeney who was more humane and yet efficient, improved hospital facilities quickly, and provided adequate sick care, following which there were no further deaths.

At this point, Miss Mae McCullough, a registered nurse from Canada, upon hearing of the influenza, organized civilian nursing classes and trained women in emergency home nursing in case the epidemic would hit this area. When the epidemic did reach Grand Forks, physicians and hospital personnel were strained almost beyond endurance, and it was recognized that many lives were saved by the foresight of Miss McCullough. The University was forced to close on October 8, 1918, because of the epidemic but many civilian students remained on campus and infirmary facilities were provided by the rental of a private home on Princeton Street. Bedside care was given by well students and by laypeople under the direction of Miss McCullough.

Soon after the end of the war in November 1918, the University was reopened and the Student Health Service returned to its normal pattern. The dispensary was moved to the first floor of Woodworth Hall and a nurse was in attendance 8:00 a.m. to 12 noon and 2:00 p.m. to 5:00 p.m. Monday through Friday.

The first specific appropriation for Student Health Service was made in 1925 amounting to \$4,400. There were no records found of any health fee being charged at that time. Inventory of equipment at that time showed a total value of \$491.25 and the University enrollment of 1,673 students. The following year, the dispensary was moved to better quarters on the first floor of the Commons Building, later called Montgomery Hall. In 1928, Dr. Emma Robbins, a retired medical missionary who had served in China, was employed as a full-time physician under direction of Dr. Grassick. Dr. Robbins left in 1934 after which clinical services were given by Dr. L. A. Lodmell who was on the faculty of the School of Medicine.

Dr. C. L. Neutzman joined the staff at the School of Medicine as Assistant Professor of Anatomy in 1937 and assumed the position of Student Health physician on a part-time basis. A 7-bed infirmary for men was established on the ground floor of Macnie Hall and since Dr. and Mrs. Neutzman resided in the head resident's apartment, effective supervision was maintained. A 2-bed infirmary for coeds was continued in Davis Hall with a nurse residing in that dormitory.

In September, 1941, Ruth Noren, R.N. was employed as a Student Health nurse. At that time, Dr. Neutzman resigned as the teaching load of faculty in the School of Medicine had attained such proportions that their services in the Student Health Service had to be discontinued. From then on, a long and changing list of physicians were to share the clinical coverage at the Student Health dispensary. Dr. Louis Silverman who had just returned to Grand Forks after completion of his medical training was the first one in this work. Dr. Silverman subsequently reported for military service and a contract was drawn up with the Grand Forks Clinic for the employment of Dr. R. O. Goehl on a part-time basis to direct the health service in cooperation with the medical officers who had arrived on campus.

Arrangements were made with other local physicians, surgeons, and the two local hospitals. The Phi Delta Theta house was requisitioned and renovated. Under military priority, it was equipped for a 50 bed hospital, for minor surgery, and food service. The hospital was staffed by military corpsmen under the supervision of a civilian registered nurse. Military

personnel reached 3,000 and the number of civilian students dipped to below 800. Although the hospital was frequently filled to capacity, there were no deaths on campus.

X-ray work was done by the chief nurse at the outpatient office in Montgomery Hall under the guidance and direction of Dr. Phillip Woutat and Clara Sanger of the radiology department of the Grand Forks Clinic. All films were read by the radiologist at that clinic. The health service was fortunate in that the State Public Health laboratory and School of Medicine were located on the campus, making laboratory procedures and other services available.

In 1948 a barracks type building was moved to the present location of Fulton Hall. One-half of the building was used to house medical students, and the other half was equipped for the Student Health Service. This included infirmary space with four beds for coeds and an apartment for the residents of this dorm to cover nights and weekends. The larger wing contained eight beds for men in addition to a food service. A reception room, nurse's station, doctor's office, examining room, small laboratory, drug room, and x-ray made up the clinical section. Dr. Goehl continued as clinical director with attendance two hours daily during the week. This was alternately shared by other physicians from the Grand Forks Clinic. The infirmary staff consisted of chief nurse, two general duty nurses, one practical nurse, and a part-time student medical technician under the supervision of Mrs. Jean Saumur, Associate Director of Medical Technology, School of Medicine.

Dr. Robert C. Painter joined the staff of the Grand Forks Clinic in 1950, and assumed the position of Director of Student Health Service. Listed in the agreement with the clinic was the provision for coverage at night and on weekends in case of necessity.

The army barracks which housed the Student Health Services described above was removed in July 1955 to make room for the construction of Fulton Hall dormitory. Infirmary service on campus was discontinued and the clinic was moved to two rooms on the first floor of the Medicine Science Building. Dr. Walter A. Wasdahl, at that time a resident physician in Pathology, was employed as a Student Health physician with attendance from 11:00 a.m. to 12:00 noon and 4:00 p.m. until call was completed Monday through Friday.

When the on-campus infirmary was discontinued in 1955, a tentative agreement was drawn up by Dr. T. H. Harwood, Dean of the School of Medicine, and Mr. E. W. Olson, Business Manager of the University, and administrators of the two local hospitals for infirmary type service for routine illness. Monetary compensation was set at \$11.00 per day, limited to

three days of hospital to be paid from the Student Health budget. These charges proved to be unrealistic and later charges were raised substantially to actual hospital charges and costs for hospitalization of students from September 13, 1966 to June 6, 1967, which amounted to \$15,693. Escalation of this cost forced discontinuance of this program in September of 1970.

Early in August, 1957, the presence of the possibility of an epidemic of Asian influenza was anticipated and efforts were made to deal with it. Influenza vaccine was given to 2,360 student and University personnel.

What appeared to be a most effective and safe procedure in the care of the students was started early in the onset of the epidemic which did occur. Students were advised to stay in bed in their places of residence, and volunteer nurses from St. Michael's and Deaconess Hospital visited the dormitory daily. Sick call in the dispensary frequently exceeded 200 patients per day, looked at by the regular staff of four full-time registered nurses and by Mrs. Wasdahl who was also a registered nurse and volunteered to help. Careful evaluation of complaints and other findings had to be the practical yardstick for nurses to determine the medical needs, and for the intervention of Dr. Wasdahl. Complications were few and only three students had to be hospitalized because of pneumonia.

The absences caused by the flu created problems for instructors. The epidemic began in the first week of November, with the heaviest toll of absenteeism from the 4th to the 10th of November. There was a great deal of agitation to close the University. There were rumors that the University had to close and a telephone call to North Dakota State University in Fargo proved that the report of its closing was false, although some of the smaller colleges had closed.

It is of interest to note that, at that time, Dr. John A. Swenson, who would later become Director of Student Health Service in September, 1970, was at that time involved with this epidemic in Jamestown where he was a volunteer physician for the students at Jamestown College. With the assistance of the college nurse, the faculty, and student nurses at the School of Nursing, Jamestown College managed to supply a nursing service to manage the needs of approximately 400 ill students during that epidemic.

In 1958, the location of the Student Health Service was changed again, being the ninth in 17 years. The new location was a section of the first floor of the McCannel Rehabilitation Hospital and was an important step towards constructive change.

Dr. Wasdahl continued as University physician and on January 2, 1958, Dr. Edwin G. Olmstead began his service as a part-time physician.

In a review of physical examination forms of new students entering the University in the fall of 1958, it was found that 38 students had a history of rheumatic fever. These students were scheduled for re-examination by Dr. Olmstead, a specialist in Internal Medicine. Twenty-six of the students cooperated and five of them were found to have residual valvular heart disease. These students were treated by Dr. Olmstead.

During the Homecoming celebration in October of 1958, an episode of food poisoning from food prepared at the University cafeteria occurred. The food was studied and was found to contain Staphylococci and President Starcher and Dr. Charles Lewis, Dean of Student Affairs, authorized that all charges for hospital and medical services for students who had become ill were to be paid from the Student Health Service budget.

Dr. Marilyn Johnson Richtarik assumed the position of a part-time physician at the Student Health Service in September of 1961. She was replaced by Dr. Eugene Carpenter in February of 1962 and Dr. Olmstead continued as a consultant for students with emotional problems.

It should be mentioned that college health services across the nation, and the University of North Dakota's health service being no exception, always experience students who express dissatisfaction with the college health service. At the University of North Dakota in early years, the student's impression was that the entire amount of their student activity fee was paid for health services, when in fact, only a small portion was then and continues to be. The Student Health Service has received over the years a proportion of various University fees, and presently receives a portion of "University fee". In 1970, the contribution per student was approximately eighty cents per year. Presently it has risen to approximately three dollars per year. Student dissatisfaction with services has been solved by the modernization of facilities and the addition of quality professional staff and communication with students. For several years in the late 1970's and through 1981, the Student Health distributed to every student visiting its clinic a brief form to indicate satisfaction or dissatisfaction. Approximately one-third of the student on any given day completed the form and of those who did, over 99% indicated satisfaction.

It should be mentioned that Dr. Robert Nelson, Special Assistant to the Vice President for Student Affairs, utilized a nationally prepared survey instrument in the spring of 1981 to survey

currently enrolled student at the University. Of those who responded, 62.3% indicated that they had utilized services at the Student Health Service. 70.5% indicated satisfaction with services received, as compared to 67.3% from the national survey, 14% were neutral as compared to 14.6% nationally, and 15% indicated dissatisfaction as compared to 16.5% nationally.

When Dr. Carpenter left in November of 1963, Dean Harwood and Dr. Wasdahl, who was then Professor and Chairman of the Department of Pathology in the School of Medicine, made arrangements with physicians who were receiving training in that department for daily clinical examinations at the Student Health Service. Some of those physicians included Drs. Cyril Dillenburg, John Gooselaw, Peter Isaacson, Raymond Pilot, Darryl Skarpohl, and John Uecker. Physical examination of new students entering the University had always been done under the auspices of Student Health with the enlisted help of Grand Forks physicians, the School of Medicine faculty, and sophomore medical students. In 1961, this was discontinued. The students were required to submit a report of physical examination prior to registration and that requirement continues.

Under the direction of the Grand Forks County District Medical Society, oral polio clinics were held at the University Center in September and October, 1962, and in March of 1963. This clinic was open to students, their families, and to the general public. A total of 1,479 individuals received vaccines.

In 1964, the Third District Medical Society requested that 24 hour medical coverage be made for the University. A presentation was made by Drs. Robert Painter, John McCloud, John Sandmeyer, and Harold Tarpley to President Starcher, Dean Harwood, and to Dr. Robert C. Eelkema who had assumed the position of University physician in 1964. This service was implemented with Dr. Eelkema in charge and with the assistance of eight residents in training from the Department of Pathology.

Dr. Eelkema had a vital interest in public health and considered Student Health an open and valuable field for research. His recommendations to the health, housing, and sanitation committee in March of 1965 stated, "The college health program deals with youth and its specific physical and mental problems. It offers a unique opportunity to study health and development problems of the college age group. Within the confines of the primary purpose of the health program, there are opportunities for research which will contribute to the physical welfare of the college students now and in the future."

A three year study to ascertain the incidence and prevalence of group A streptococcal disease and infectious mononucleosis among students on campus was run by Dr. Eelkema with the assistance of the staff of the Public Health laboratory and Student Health in 1967.

Dr. Eelkema left for a year of post-graduate work in public health in 1967 and 1968 and was replaced by Dr. John Uecker, resident in Pathology, and by Dr. Daniel Goodwin of the Valley Medical Associates.

No history of the Student Health Service would be complete without the mention of the outstanding service rendered to the students of the University by Deaconess and St. Michael's Hospitals and the present United Hospital and by the physicians of Grand Forks. With an enrollment that has escalated from 1,600 student 1941 to almost 11,000 in 1982, the need for hospitalization and the cooperation of the local medical population is important.

Dr. R. K. Helm assumed the position of Director of Student Health Service on February 1, 1969 after leaving a local practice in Grand Forks. Dr. Helm continued until February of 1970 at which time he left to further his specialty training in Radiology. Following his departure, part-time medical coverage was maintained by Dr. Eelkema, Dr. Skarpohl, Dr. Uecker, Dr. Ralph Mahowald, Dr. Daniel Goodwin, Dr. Harold Tarpley, Dr. Conrad Doce, Dr. Kenneth Helenbolt, Dr. Richard Leigh, and Dr. Edwin Olmstead.

In February, 1969, Agnes Hagstrom, R.N. began service at the Student Health Service and subsequently became nursing supervisor upon the retirement of Miss Noren and eventually in September, 1972, took additional professional training to become a Family Nurse Practitioner and was subsequently certified in 1973. She continued to serve the Student Health Service in that capacity until 1987.

Long time employees are characteristic of the Student Health Service. Many of them come to work at the Student Health Service not really knowing whether they will be well suited to the care of college students or not. It is interesting to note that in her monograph, Miss Noren points out Muriel Christopherson, R.N. came "to help out a few days" in May, 1957, and Florence Vold, R.N. came "to help out in a pinch" in 1962. Both of these nurses remained on staff until the end of 1979 indicating that they came to enjoy working at the Student Health Service, and with the longevity that they accumulated, became extremely effective in meeting the needs of college students.

Other long term staff who are at work in the Student Health Service include Inez Drake, R.N., who began employment on June 1, 1970, and after a period of interruption in 1980, returned to work in the Student Health Service in September, 1981; and Gerry McGarry, employed in November, of 1973 as administrative assistant continues in that position. Presently, the Student Health Service has a regular full-time and part-time staff of 17, with a regular part-time staff of 8 and other medical assistance provided by students in the college work study programs.

The utilization of Student Health Services has been steadily increasing over the years to a peak of over 30,000 outpatients seen at the Student Health Service clinic in the fiscal year ending June 1981. In the fiscal year ending in June, 1982, almost as many were seen. The operating budget of the Student Health Service has reflected the ever-increasing cost of maintaining adequate health service to any population group. It has risen from \$144,000 in 1971 to slightly over \$400,000 in 1982. The effectiveness of service can be measured in a relative way by the decline in students needing to be hospitalized. In 1972, 248 students required hospitalization, while in 1981, only 17 students required entry into the hospital.

A marked improvement in the ability of the Student Health Service to meet its responsibilities occurred in December of 1974 when it moved to the third floor of McCannel Hall following completion of the new Medical Center Rehabilitation Hospital and the move of the Rehabilitation Hospital from McCannel to its new quarters. The new quarters on third floor of McCannel Hall provide vastly increased space and improved facilities including the establishment of a fully equipped clinical laboratory, pharmacy, dietary service, and physical therapy, the latter directed by Professor Henry C. Wessman.

Dietary counseling was begun in 1977 and was managed by the faculty of the Department of Home Economics and Nutrition with the assistance of senior students in that department until 1989. In 1979, the Student Health pharmacy was for the first time staffed by registered professional pharmacists who provide not only the usual type of pharmacy services but provides professional assistance in the area of drug interactions for the medical staff and counsels students regarding use of their prescribed medications.

Over the past decade, there have been many influenza type illnesses which have challenged the staff of the Student Health Service almost to the breaking point at times, but these have been handled effectively.

In April of 1973, a rubella outbreak occurred on campus, necessitating an invitation to the Center of Disease Control in Atlanta, Georgia to come to the campus and establish testing and immunization clinics. Many hundreds of students were assisted at that time.

Presently, the Student Health Service is under the direction of John A. Swenson, M.D., who came to the University in September of 1970 after leaving an internal medicine practice in Jamestown, North Dakota. Dr. Swenson was told after coming to Grand Forks by local medical colleagues that he should not plan to stay too long because of the difficulties in managing such a demanding position. Nevertheless, twelve years later he continues in that position.

Harold Vanscoy, a Certified Physician's Assistant, was employed by Student Health Service in August of 1978 on a part time basis. Mr. Vanscoy, after service in the Vietnam War, took training to become a physician's assistant in a program at the University of North Dakota and subsequently was employed several years at Valley Medical Associates of Grand Forks before coming to the Student Health Service where he has been extremely well received and provides excellent service.

The Student Health Service continues to try to meet the needs of the students. The staff is fully cognizant of the special needs of the students and of the stresses that they all experience here at the University. The Health Service staff is cognizant of the fact that the need for service is constantly expanding, and have responded to this need by expansion of outreach services in the area of Health Education and Wellness and currently provides pamphlet racks in several locations on campus for the distribution of many thousands of pamphlets regarding health problems.

In 1979, the Health Service recorded taped messages available through the INFO-Line service consisting of approximately 70 separate messages regarding various health problems. There are approximately 35 prepared handouts for students regarding commonly encountered problems seen on a daily basis at the Student Health Service to enhance their ability to remember the advice given them and to give them more complete information regarding their problems.

Over the years, Student Health Service has on a day-to-day basis responded in a reactive way to needs as presented by the students of the University. Each day these needs are met. However, it is recognized that although on a daily basis these needs are met, that the task of doing an effective job of managing health care needs are especially managing the educational aspects of health maintenance for our students remains to be done. It is hoped that by the time

the sesquicentennial report is prepared, that the service to our students will be even more complete, continuing and enhancing the good health foundation given our students by their parents. A responsive, concerned, convenient, and relatively low cost health service to our students is an important asset of the University, helping our students to receive the quality education they seek – the mission of the University.

1983-2007 Update to Centennial Report
Prepared by Pat Campbell, MPH, LRD, CDE
December 2007

University Health Requirements for Admission

Physical examinations prior to college entrance are no longer required. However, proof of MMR (measles, mumps and rubella) immunization status is a pre-requisite to admission and registration for classes throughout the entire North Dakota University System (NDUS). In 2004, Student Health Services was fortunate to create and secure funding for a nurse position to monitor and ensure immunization compliance. All potential student admission applications are reviewed for MMR immunization compliance. This continues to be a strong focus of our preventive health efforts due to outbreaks of mumps in upper Midwest states during the 2005-2006 time period.

Programs and Services

Health Promotion/Education services were conceived under the leadership of Harold Vanscoy but it was under Alan Allery's leadership that it finally became a reality. He had long envisioned a public health focus for the health and well-being of UND's student body. Prior to this time, there had been attempts at improving campus wellness through the multi-disciplinary Wellness Board which originated in 1983. The Wellness Board included a broad representation from across the campus and while they did not possess dedicated funding, they were able to support activities such as the annual Wellness Fair. The Wellness Board was headed by Student Health's Bernie Keel, RN during its early, formative years until 1988 and later by Curt Radel, RN until his departure from SHS in 1991. Documents reveal that during the 1993-1994 time period programs and objectives from the then visionary document "Healthy People 2000" were put into place by Student Health and other campus affiliates such as the Counseling Center.

Ultimately, funding for dedicated Health Promotion specialist was made available. Jane Croeker was hired to lead the efforts of Health Promotion and Marketing in 1999-2000. Under

her leadership, Student Health has a well-qualified cadre of graduate students and undergraduate peers who provide programming and services throughout the campus. Educational efforts employ social norms concepts and published best practices. The Health Promotion office was established in the Memorial Union in 2004 with a self-care station available for student use to monitor weight, blood pressure and other indices of health. It was with the support and vision of Jane and Alan Allery that the need for a student wellness center was first recognized and promoted.

Smoking cessation activities were launched in 2000-2001 with the Wellness Coalition to address a broad public health initiative for a smoke-free campus policy. These efforts culminated in the enactment of a tobacco-free campus policy penned by President Kupchella in the fall of 2007. The Health Promotion office offers smoking cessation counseling for those students who have expressed a desire to quit tobacco.

The Student Health Advisory Committee (SHAC) was conceived and fully launched in fall of 2005 with 15 student volunteer members. Their mission is to serve as an informative link between the student body and Student Health Services. SHAC is involved in reviewing policies and programs, exploring options to improve services and serving as a vehicle to deliver information about Student Health Services. Prospective SHAC members must submit an application and complete an interview prior to appointment to the committee.

Nutrition Therapy continued to be provided by the Department of Home Economics and Nutrition (now Department of Nutrition and Dietetics) until 1989. After which time, nutrition services were offered to only those students with board contracts from UND's Dining Services Department. Student Health administration and staff had long desired to add the services of a registered dietitian to its staff; however budgetary growth to include this ancillary service was not feasible until 2004. Currently, Many Burbank is part of the EDIT group and provides medical nutrition therapy to students by appointment.

Development of a Health Advocacy course offered in conjunction with College of Nursing was undertaken as a means to train health care providers and others interested in health advocacy. Funding for the instruction of the course was underwritten by Student Health Services during 2006-2007 when the course was launched.

Physical therapy service was available from 1974 to 1989 and was directed by Professor Henry C. Wessman of UND's Physical Therapy Department. Presently, physical therapy referrals are made to the UND Sports Medicine Department or Altru Health Systems.

The Employee Assistance Program (EAP) was implemented in 1989 at the request of President Clifford to assist employees who had chemical and/or alcohol dependency, psychological, and other problems that interfere with their employment duties. The role of the EAP was to assist individuals in their recovery process so that they could obtain the treatment needed and continue to be valuable, productive employees. Funding for the EAP service was provided by the revenue generated from the drug testing program offered by Student Health. Addiction services under the EAP were provided by Betty Schwanz. The EAP operated out of Student Health until a statewide EAP was implemented in 1997 and the on-campus office was no longer funded.

SHS partnered with the UND Women's Center to develop a self-defense/personal empowerment instructor training program called IMPACT. Funding for this program was secured through a \$20,000 grant from the Bremer Foundation.

The clinical laboratory has grown over the years in its abilities and testing services. The laboratory underwent accreditation for the first time in 1990 under the guidance of Corliss Greer. The lab facilities were expanded significantly in 1992, thus allowing for equipment upgrades and automation. It provides a wide array of tests including free HIV testing. Student Health contracts with CLIA licensed and certified (Clinical Laboratory Improvement Amendments) external reference laboratories for those tests which we are not able to perform at our facility. Pathology services are supervised by Dr. Marvin Cooley of Altru Health Systems in Grand Forks, ND.

Pharmacy services have been integral part of Student Health since 1979. Prior to that time, Student Health dispensed antibiotics, cough medicine and minor medications. Patricia O'Donnell, R.Ph., has been in charge of the SHS pharmacy since its beginning back in 1979. The pharmacy continues to offer a full array of prescriptive medications, over-the-counter (OTC) medications and aids as well as accessory items. Over the years they have added services to their offerings, including mail-outs for students completing educational or clinical training outside of the Grand Forks area, prescription refills via internet, and online billing systems that allow students to charge to their general UND financial accounts or credit cards.

Radiology services are an essential part of medical care and Student Health is fortunate to keep these services functional, current and in-house. In 1991, new x-ray equipment was obtained to replace the x-ray equipment that had been inherited from the Medical Center Rehabilitation Hospital. During that same year a Pulmonary Function Test (PFT) machine was added to complement the service needs of our patients. In 2004, SHS was able to implement Computed Radiology (CR) digital technology which enabled computer terminal viewing of radiographs and enabled us to do away with the previously required darkroom. Space modification from the removal of the darkroom and filing area allowed for a larger nurses station and an additional exam room.

The Eating Disorders Intervention Team (EDIT) was developed in cooperation with the University Counseling Center after training at the Eating Disorder Institute under the guidance of Dr. Stephen Wonderlich in 2005-2006. Members of this team consist of a Health Promotion graduate student assistant (GSA), dietitian, nurse, mid-level providers and Counseling Center staff.

Federal Aviation Administration (FAA) physical examinations were launched with Dr. Swenson during his tenure with Student Health Services. To expedite processing of the paperwork, SHS began transmission of the physical exam via the internet in 1989-1990. SHS completes FAA physicals for UND students enrolled in the Aviation program as well as local pilots who must complete the physical exam as required for their flying credentials. In conjunction with Center for Aerospace Studies (CAS), SHS offers random drug screening for students participating in the Aviation programs. To meet the tightened security requirements that were enacted as result of the events of 9/11, all FAA examinations began requiring picture ID verification in 2001. Annually, SHS performs 600-700 examinations. Dr. Heinley currently serves as the Medical Review Officer (MRO) for SHS. FAA examinations are also conducted by Drs. Mark Christenson and Warren Jensen. All three physicians are required to recertify every three years in order to participate in this practice.

New medical services and immunizations continue to be periodically introduced and SHS strives to ensure that its student patients are afforded every opportunity to take advantage of them. Nursing staff provide a wide array of vaccinations for routine health maintenance, travel abroad, and for employment purposes. The clinical lab also provides measurements of immunity status to better assess need for future or repeat immunizations.

UND SHS served as the host for North Central College Health Association's (NCCCHA) annual meeting in October 1991 and again in 2003. UND Conference Services was enlisted to assist with registration and securing continuing education units for professionals attending. SHS staff volunteered many hours to accomplish this task during a busy fall semester.

Assessment

The American College Health Association's National College Health Assessment (NCHA) survey has been successfully administered in even years starting in 2000. The survey is undertaken to gain a better understanding of the health behaviors and risks that collegiate students are facing. The surveys also help to determine priority areas for health promotion and wellness activities by Student Health as well as many other University partners such as the Wellness Center, University Counseling Center, and the College of Nursing. Each survey period has seen a growth in the number of respondents owing to the classroom distribution methodology utilized. Starting with the 2008 survey, students will be randomly selected and invited to participate in the survey completion via electronic means.

Patient Contacts

The clinic and the manner in which patients were seen underwent significant change in 1996 when it switched from a walk in services to scheduled appointments. Prior to this time, only physical examinations and pap smears were scheduled. This change was undertaken to improve patient access and improve patient satisfaction with Student Health Services. Patient waiting time was reduced and scheduling allowed the provider staff to have scheduled breaks.

Well over 50% of the student body utilizes the services of SHS at least one time per year, with an average of 2.5 visits per patient. Of those seen, approximately 75% have health insurance which is filed electronically by SHS.

Student Health has a long record of service to the University community. We provide limited medical care and treatment for injured employees through the ND Workforce Safety Insurance program in addition to blood pressure monitoring for employees desiring to assess their blood pressure management under the advice of their personal physician. Additionally, UND is home to many camps and specialty programs for which Student Health services. These include the Summer Institute of Linguistics (SIL), Girls State, foreign aviation student programs,

Upward Bound, INMED, to name but a few. For those students with dependents under the age of 18, SHS has maintained a long-term contract with the Altru Family Medicine Residency Program (formally UND) to provide pediatric care at no additional charge to the student and their family.

Fiscal Resources & Technology Improvements

In order to capture potential revenue streams from the health insurance industry, Student Health added a clerical position tasked with filing insurance claims as well as handling requests for release of patient information dating back to 1990. The initial task of computerizing registration and billing was undertaken in 1991-1992 with installation of a software system called Versys. Claims were generated automatically which improved reimbursement turn-around time to three weeks, down from six week. Further enhancements in electronic data transmission continue to occur to keep abreast of the changing billing and reimbursement environment. A patient information management system (Encore) was implemented in 1999-2000, replacing the former Versys program. Encore merged student demographic information from the medical chart with computer system functions that enabled internet-based services such as appointment scheduling. These changes were found to improve patient satisfaction. Electronic insurance claim filing was implemented during 2001-2002. SHS and all providers have secured national provider ID numbers in conjunction with changes in insurance and reimbursement requirements.

Recognizing the ever-changing environment of healthcare, analysis of opportunities to improve revenue streams has been formally undertaken by an outside consultant on two separate occasions, 2001-2002 and 2003-2004. SHS has successfully implemented recommendations from these two reviews to improve revenue streams and reduce costs. Additional cost-containment efforts have long been in place at Student Health. The pharmacy joined the Minnesota multi-state buying group in 1991-1992 to secure better pricing for pharmaceutical products. SHS also participates with the Amerinet buying group to obtain better pricing for medical and office supplies.

Owing to the fast-paced world of technology, Student Health has made great strides to stay in sync with the changes in the healthcare environment and university setting. The SHS website (www.undstudenthealth.com) was officially launched in 1997-1998. Alan Allery was

successful in securing funding in 1998 to purchase 17 personal computers in order to give all employees accessibility to internal software, email and the internet. Since that time, updates and additions to Information Technology needs have continued. Additional technology updates included the installation of digital dictation and transcription software in 2005-2006 in order to improve the turn-around time of the medical records and as a first step toward the conversion to a paperless, electronic medical record.

Staffing

Administrative Support/Clerical: Gerry McGarry, a long-time administrative assistant under Dr. Swenson remained employed with UND until January 1, 1991 at which time she retired. Kathy Theis took over administrative duties upon Gerry's retirement and remained with SHS until 1996. Ms. Sue Bartley served in this role from 1996 to 2001. Management of the duties was assumed by Linda Palmiscno in 2001 and she continues in the role of medical office manager at present time. The seven administrative support staff includes billing, insurance and coding specialists, transcriptionists and receptionists.

Medical Providers: SHS is quite fortunate to have in their service two part-time physicians, Dr. Tim Heinley who started with the clinic in September 1993, and Dr. Mark Christenson who began employment with Student Health in 1997. In addition to the clinical oversight provided, they are actively involved in patient care, administrative duties and teaching at UND's Medical school. Presently, Dr. Mark Christenson serves as the Medical Director for SHS. The services of our two staff physicians are augmented by Dr. Warren Jensen from the Center for Aerospace Studies (CAS), who participates in flight physical and air traffic controller (ATC) examinations.

Student Health Service has long recognized the unique needs of patients. In 1973, a nurse practitioner dedicated to the care of female students was hired. Agnes (Aggie) Hagstrom had previously been a staff nurse for SHS and completed additional training in the Nurse Practitioner program through UND's Medical School. She was the first Nurse Practitioner hired by Student Health to specialize in gynecologic services, family planning, and other medical concerns unique to our female patients. Aggie built a strong foundation onto which the services for female patients have expanded over the years. Presently, Student Health employs 2 part-time Nurse Practitioners and 1 full-time Physician Assistant.

Nursing: Inez Drake retired as nursing supervisor in 1991. The nursing service came under the supervision of Terrie Jo Wold, R.N. in August of 1991. Terrie left the Student Health Service for a year to enroll in the Physician Assistant Program. She returned to Student Health in January 1995 as Physician Assistant/Certified to practice part-time. During her absence the supervision of the nursing service was assumed by Corinne Nelson, R.N. and she continues in this position today. Student Health has a well qualified team of nursing professionals. Presently, of the 9 full and part-time Registered Nurses on staff, 5 have become certified in College Health Nursing by the American College Health Association.

Ancillary healthcare staff: Includes three registered pharmacists, one radiologic technologist, and three clinical laboratory scientists. The advent of the Health Insurance Portability and Accountability Act, better known as HIPAA, necessitated the creation of a position to deal with the intensive training needs and compliance with the new federal regulations. The position for a Health Care Analyst/HIPAA Coordinator was created and was initially filled by Candy Homstead, RN in 2002.

Leadership

Dr. Swenson continued in the director position until 1987, at which time ill health demanded that he relinquish his administrative duties. He formally retired in 1995, reducing his hours to a part-time schedule and continued to perform FAA medical examinations until 2007. The administrative duties were taken over by Harold Vanscoy in 1987 from Dr. Swenson. Mr. Vanscoy became full-time director after a year of interim directorship, and continued in that position until 1996. Upon the departure of Harold Vanscoy, a new director, Merle Charney, was hired. He remained on staff with UND over a year before deciding to retire. The general administration of the Student Health Service was assumed by Alan Allery as an interim director in 1998. He continued as director of Student Health until his untimely death in July 2007.

Historically, Student Health reported to the Vice President of Student Affairs until Dr. Robert Boyd was appointed as the Vice President of Student and Outreach Services. Immediate oversight had been provided by the Dean of Students office until October 2007 at which time the department's reporting structure was changed to the Associate Vice President of Wellness.

Recognition and Awards

It was in 1991-1992 that the clinical laboratory received its first, full accreditation from the Commission on Office Laboratory Accreditation (COLA) under the direction of Corliss Greer. It has retained full accreditation since that time. Student Health's clinical laboratory has maintained a strong tradition of excellent service to its patients. In addition to their continued accreditation, they have received Laboratory Excellence recognition from COLA for 6th consecutive years dating back to 2002

After providing the Student Health clinic with many years of service, Dr. John Swenson was afforded the honor naming the clinic after him in 1998.

Full accreditation from Accreditation Association of Ambulatory Health Care (AAAHC) for the clinic was granted in July 2007 after many years of preparation. Accreditation from this agency is recognition of quality, cost-effective services for the population being served. Efforts for the accreditation were led by Pat Campbell, current Health Care Analyst. UND's Student Health Service is the first of its kind to be awarded this recognition throughout the North Dakota University System.

Posthumously, Alan Allery was recognized with two awards in the Fall 2007. The North Central College Health Association (NCCHA) conferred the Gail Profitt Award to Alan. The intent of the Gail Profitt Award is to recognize special people and to acknowledge their unique service to the field of college health. Alan had served on the board of NCCHA and had been active in the association during his tenure with SHS. Alan was also bestowed the Paul V. Boswell Community Scholar Award from UND's Multicultural Student Services Office.

Facilities

Student Health relocated to temporary quarters at the Medical Science North building in March 1995 from the third floor of McCannel Hall. This move was undertaken in anticipation of new facilities in the remodeled and expanded McCannel building. The staff eagerly moved into their new location on the first floor of McCannel Hall following the spring flood of 1997. The reception desk area was replaced by office landscaping 2002-2003 to better address patient privacy. Remodeling of exam rooms was undertaken in 2004-2005 to improve patient care. Additionally, accessibility improvements were made to the entrance of Student Health as well as the installation of a handicapped examination table to better serve all students. The SHS

Pharmacy received approval during the 2007 fall semester to go forward with renovation of the Pharmacy to make it more visible, accessible and afford greater privacy when counseling and dispensing prescriptions.