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### An Overview of the Utilization of a University Health Center

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**Presenter Information**

Ashley Rosato, Dhara Patel, Jailene Martinez, Rhianna Teates, Kaylee Campoverde, and Sarah Kelly

# An Overview of the Utilization of a University Health Center

Ashley Rosato, BSN Student; Jailene Martinez, BSN Student; Kaylee Campoverde, BSN Student; Rhianna Teates, BSN Student

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and Sarah Kelly, PhD, RN

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## Background

### College Students and their Use of University Health Centers

- College students often do not visit university health centers or attend scheduled appointments.
- Missed appointments affect
  - Students' health
  - Health center
    - Need for reschedule
    - Limit appointment times for others
    - Higher cost for the university

**Purpose:** To explore student usage of a university based health care center.

## Methods

- A retrospective review of 478 electronic health records, from college students enrolled in a State University from 2016-2017, were examined.
- The information collected focused on
  - Gender and Residence of Student
  - The reason for appointment,

## Analysis

- Descriptive statistics
- Chi-square used to determine differences based on gender
- Logistic regression to explore predictability based on gender and residence
- SPSS version 25

Table 3: Logistic Regression of Reason for Health Center Visits (Sick Visit vs STI) onto Place of Residence and Gender

Variable	Beta	SE	Sig	Exp (B)	95% CI
Male	.924	.358	.010*	2.520	1.249-5.083
Female	1.290	1.046	.217	3.634	.468-28.233
Student does NOT live on campus	-1.246	.391	.001*	.288	.134-.619
Constant	-1.290	.307	.000	.275	

Model:  $X^2 = 19.651$ ,  $p < .001$

## Results

Table 1. Frequency of variables of interest (n = 426)

Reason	n (%)
Women's Health visit	43 (10%)
Body pain	64 (15%)
HIV testing	15 (5%)
Immunizations	23 (5%)
Lab Work	14 (3%)
Physical	15 (4%)
sick visit	151 (35%)
TB reading	56 (13%)
STI check and treatment	45 (11%)

Table 2. Chi-Square analysis based on gender

Use of on Campus Health Center in Males vs. Females		
Variable	Male (%)	Female (%)
Sick visit	72 (62)	87 (60)
STI	14 (12)	40 (28)
TB	29 (26)	16(11)
Model $X^2 = 14.825$ , $p = .001$		

## Discussion

- The most common reason for a health center visit was sick visits, possibly due to flu season or close contact in residence halls, leading to the rapid spread of infection.
- Women reported more sick and STI testing visits, when compared to men, women have a higher biological risk for contracting STIs than men. Also, women may experience more symptoms, leading them to be more concerned and likely to get testing.
- Students who did not live on campus were less likely to visit the health center, possibly due to the fact that they had a primary health care provider off campus.
- Also, males were more likely to visit the health center if they were sick, due to the possibility of a lower pain tolerance from symptoms of illness.

## Conclusion

- Among students who did not utilize campus health center services report due to long waiting times, inability to establish rapport, inadequate experience of medical staff, and stigma
- Students may not utilize the health center due to the fact that, they most likely have their own insurance outside of the university and private providers.

## Future Implications

- As the number of students who need mental health service increases, it is crucial to improve the current availability of services.
- Using telea communication to sent out to confirm or reschedule appointments.

## Limitations

- It is retrospective and limited to 2016-2017 data.
- Not everyone completed the survey.
- Most of the reported data was female.
- We are limited in the types of questions that can be asked.

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