An Overview of the Utilization of a University Health Center

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Presenter Information
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An Overview of the Utilization of a University Health Center
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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

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

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

Table 2. Chi-Square analysis based on gender

<table>
<thead>
<tr>
<th>Use of on Campus Health Center in Males vs. Females</th>
<th>Male (%)</th>
<th>Female (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sick visit</td>
<td>72 (62)</td>
<td>87 (60)</td>
</tr>
<tr>
<td>STI</td>
<td>14 (12)</td>
<td>40 (28)</td>
</tr>
<tr>
<td>TB</td>
<td>29 (26)</td>
<td>16 (11)</td>
</tr>
</tbody>
</table>

Model $X^2 = 14.825, p = .001$

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

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

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

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.

Limitations
- It is retrospective and limited to 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.

Reference:
https://www.ijhsr.org/IJHSR_V ol.7_Issue.4_April2017/50.pdf
https://doi.org/10.1111/phn.12121
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