

UNIVERSITY OF OTTAWA

STUDENT HEALTH AND WELLNESS CENTRE

2022-2023

ANNUAL REPORT

Published June 12, 2023



uOttawa



We pay respect to the Algonquin people, who are the traditional guardians of this land. We acknowledge their longstanding relationship with this territory, which remains unceded. We pay respect to all Indigenous people in this region, from all nations across Canada, who call Ottawa home. We acknowledge the traditional knowledge keepers, both young and old. And we honour their courageous leaders: past, present, and future.

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Leading the Way: Thoughts and Observations from Dr. Leclair



I am pleased to present the annual report for the University of Ottawa's Student Health and Wellness Centre. As the Medical Director of the centre, I am proud to report that the past year has been one of remarkable progress and achievement.

As you all know, the health and wellness of our students is a top priority. We recognize that academic success is not possible without good mental and physical health, and we are committed to providing our students with the support they need to achieve their goals. But as we look back on the past year, it is

also important to acknowledge the broader context in which we operate.

The Canadian health care system is facing unprecedented challenges, with long wait times, overburdened staff, and increasing demand for services. In this context, the Student Health and Wellness Centre has a role to play in providing accessible, relevant, quality care to our students.

The wait times in our centre for physical health care is ten days and students wait approximately four days for a mental health appointment. Students in crisis are seen within 24 hours. This response time is impressive when compared to wait times in the community. This has been made possible through the hard work and dedication of our staff, who have worked tirelessly to implement new systems, streamline processes, and ensure that our students receive the care they need, when they need it. As we move forward, we remain committed to building on these successes and continuing to provide our students with the best possible care. I hope that this report gives you a sense of the progress we have made, the challenges we have faced, and the opportunities that lie ahead.

Sincerely,

Dr. Patrick Leclair

Medical Director, uOttawa Student Health and Wellness Centre

The Making of a Health and Wellness Centre: Our Journey

A year ago, we embarked on a journey to build a space that would not only provide top-notch medical care, but also foster a sense of community and well-being.

To achieve this goal, we consulted with students, staff, professors, and industry experts to ensure that every detail was considered, right down to the moss wall, an important element to remind us of the importance of nature, nurture, and connection. Students were at the heart of every decision made to ensure that the centre embodies the spirit of our community. As we reflect on the past year, we are grateful for the opportunity to have brought this vision to life. We hope that this centre will continue to serve as a source of inspiration for our community, reminding us of the power of collaboration, compassion, and commitment to the health and well-being of ourselves and those around us.

“The new centre looks great! I look forward to using the services while I am a student.”

Our Mission and pledge

Our Mission

We provide bilingual physical health, mental health and health promotion services to University of Ottawa students to support and enable their wellbeing and academic success.

Our Commitment

As a responsible health care provider, we are committed to the health of our students. Our approach is based on the 7 Pillars of Wellness to promote overall wellbeing. This promise guides all our actions and decisions.

We pledge to:

- Provide integrated health care through a multidisciplinary team that works collaboratively in the same space, sharing technology, processes, and policies.
- Create a safe environment where students can share, learn, and receive care.
- Enrich the students’ learning experience by creating internship opportunities within our faculties and departments, while always ensuring quality supervision by our health care professionals.



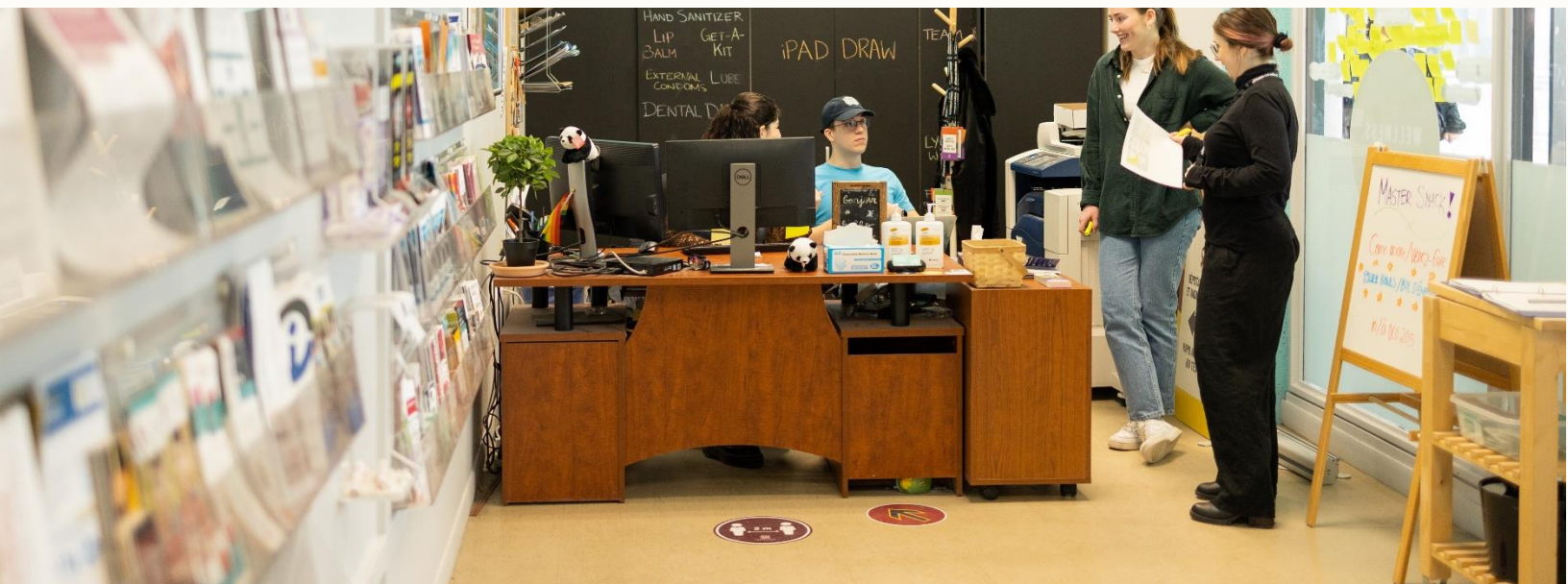
Looking Back: A Year in Review

In its first year of operation, the SHWC offered over 36,000 appointments to over 10,000 students. Of those, close to 14,983 were for mental health. The satisfaction rate of students was 86% for those who were successful in booking an appointment.

Despite this, we know that many students who tried to book an appointment using the online booking system were not successful in scheduling an appointment with the SHWC (this was the primary complaint of students who completed the satisfaction survey). Although students could book an appointment by contacting the centre directly, it is possible that many did not attempt to do this, having been deterred or frustrated with the online booking tool (which only releases a limited number of appointments each day).

With the help of the Advisory Committee, including students, we worked diligently to improve access to services. We identified service improvements, adjusted automated messages to students, changed the number of days students could book ahead (and changed again), hired more physicians and re-purposed rooms to maximize space. Despite these efforts, we have room to improve and grow. In fact, we are excited to announce that we will be expanding into the adjacent space to provide an additional 15 rooms. This expansion, planned for early 2024, will help us to meet the increasing demand for appointments and provide even more students with the care they need.

While our centre's new floors are polished, and our walls decorated with student art, we sometimes feel as though we are still "under construction" as we strive for excellence in all that we do.



Expertise in Action: Collaborating for Success

The implementation committee played a crucial role in the successful opening of the new Student Health and Wellness Centre. Their tireless efforts and dedication ensured that every step of the process, from inception to delivery, was carried out seamlessly. Throughout the year leading up to the opening, the committee worked diligently to consult with stakeholders and oversee the renovation and design of the space. Without the involvement of the implementation committee, the vision of a comprehensive and effective health and wellness centre on campus could not have been realized in just one year.

“Keep doing amazing work, and a huge thanks to the entire team [...]”

Their hard work and unwavering commitment to student health and wellness are a testament to the university's dedication to its students.

Implementation Committee Members

- Rachelle Clark, Student Affairs
- Patrick Leclair, Student Affairs
- Sandra Bellini, Student Affairs
- Ariane Thibault, Student Affairs
- Daniel Trottier, IT
- Martin Bernier, IT
- Marcel Labelle, Finances
- Marc Rioux, Student Affairs Finances
- Philippe Dufresne Student Affairs Human Resources
- Tracy Lachance, Access to Information and Privacy Office
- Philippe Rochette, Access to Information and Privacy Office
- André Bourbonnière, Office of Risk Management
- Elizabeth Kristjansson, uOttawa Mental Health Special Advisor
- Geoffrey Frigon, Facilities
- Kathryn Prud'Homme, Office of the Secretary General
- Eileen Barak, Manager, Strategic Communications
- Annie-Claude Bastien-Lessard, Student Affairs Marketing and Communications
- Josaphat Joseph, Student Affairs
- Patrick Charrette, Strategic Communications
- Philippe Roy, Procurement

Advisory Committee Members

- Warsama Ahmed, General Manager, GSAÉD
- Christina Charles, Student Life and Equity Commissioner, GSAÉD
- Chelsey-Lynn Rousselle, Advocacy Commissioner, UOSU
- Sana Almansour, uOttawa Student
- Ana Radar, uOttawa Student
- Xiwen Lui, uOttawa Student
- Elizabeth Kristjansson, uOttawa Mental Health Special Advisor
- Natalie Morris, International Student Support Services Manager
- Agnes Grudniewicz (Professor)
- Rebecca Lloyd (Professor)
- Michel Labrosse (Professor)
- Rachelle Clark, Senior Director, Student Health, Wellness and Support
- Patrick Leclair, Medical Director, Student Health and Wellness Centre
- Cindy Miron, Manager, Student Health and Wellness Centre
- Jennifer Keays, Manager, Health Education, Promotion and Prevention
- Andrée-Anne Maranda, Associate Director, Psychotherapy and Mental Health Services
- Mélissa Lafrance, Manager, Psychotherapy and Mental Health Services
- Layal Dleikan, Manager, Psychotherapy and Mental Health Services
- Jaclyne Mooney, Student Support Manager
- Ariane Thibault, Senior Specialist, Business and Planning

The Advisory Committee has been and continues to be an integral part of the Student Health and Wellness Centre, ensuring that the voices of our student community are heard and reflected in the decisions we make. The committee's mandate encompasses all aspects of the day-to-day operations of the centre, including the scope of services provided to students, policies and procedures, key performance indicators, and quality improvement. This committee has played a significant role in the implementation, stabilization, and ongoing operation of the centre since its inception, providing guidance and recommendations for continuous improvement. By sharing knowledge, research, and expertise in health and wellness areas, the Advisory Committee assists in the overall success of the centre in achieving its mission and supports the development and expansion of a network of partners and collaborators in the University and the community.



Building a Strong Team

We asked students what was most important to them in the new Student Health and Wellness Centre. They responded, “a psychologically safe space”. It is important that students feel welcomed, included and safe when accessing health and wellness services. For this reason, we ensure that our team reflects the diversity of our student population.

Formal and informal learning opportunities, such as lunch and learns, allow staff to sharpen their knowledge when it comes to creating a psychologically safe space, adopting inclusive language, learning about health topics affecting students and developing key partnerships at uOttawa and in the community.

We also feel that it is important to “take the pulse” of our staff. We believe that employees must be well to serve our students. For this reason, we include a staff satisfaction survey in our assessment of our centre. Their feedback allows us to adjust our approach where possible and increase employee satisfaction and engagement.

We are proud that 92% of students rated that they feel included and 93% rated feeling welcomed in our centre. This is in large part due to the multi-disciplinary team including:

17 Psychotherapists



1 Psychiatrist



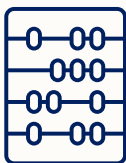
6 Physicians



4 Health and Wellness Officers



2 Mental Health Intake Officers



1 Nurse Practitioner



3 Mental Health Physicians



1 Health Promotion Specialist



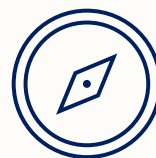
1 Psychologist



3 Nurses



2 System Navigator Helpers



Numerous Student-staff



Surrounding Students with Support: The Circle of Care Model

At the Centre, we take a comprehensive and coordinated approach to student care through our Circle of Care approach. This approach involves the expertise of various sub-teams, including physical health, mental health, health promotion, and non-clinical case management.

Our **Physical Health** team provides services such as vaccination, blood work, prescription renewal, and screening for communicable diseases as well as appointments for students seeking medical care.

“I am very satisfied with the nurse who helped me. I was able to find out what other immunization records and information I need for my faculty. She even helped me and gave me info on the next steps to complete it.”

Our **Psychotherapy and Mental health** team provides confidential services for students and offers a safe space to explore new perspectives and build resilience.

Additionally, our **Health Promotion** team aims to provide health education and support with a focus on prevention for optimal student wellness and academic success.

Finally, our **Non-clinical Case Management** team offers services to students with complex needs.

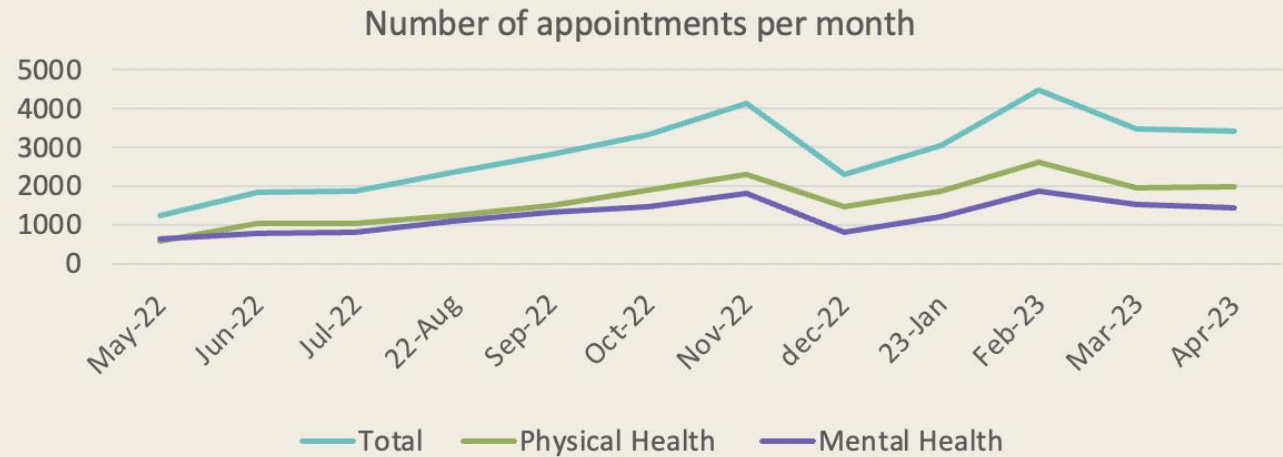
“[...] the front desk person was really sweet, and the doctor was really great and had a professional, yet friendly approach.”



OVERVIEW AND STUDENT SATISFACTION

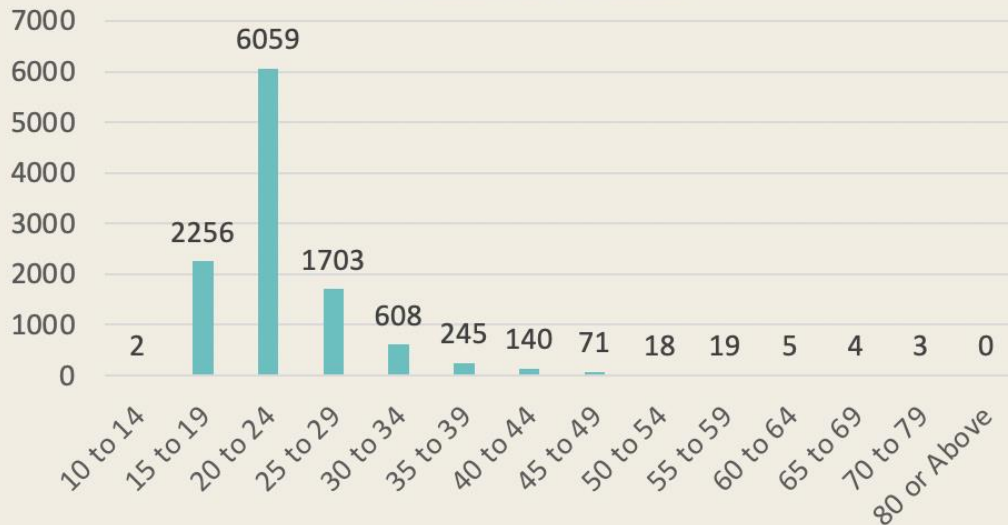
STUDENT HEALTH AND WELLNESS CENTRE

TOTAL APPOINTMENTS
36.7 K



This graph represents the evolution of the number of appointments over time starting on May 22 and ending on April 2023 with three lines, one for Physical Health, another for Mental Health, and a last one for their sum (Total).

PRIMARY AGES



This graph represents the primary ages of students who visit the clinic divided by blocks, ranging from age 10 to 80 and above.

NUMBER OF UNIQUE USERS
10 141



OVERALL SATISFACTION
RATE

86%

OVERALL SATISFACTION
WITH MODALITY OF THEIR
CHOOSING

97%

92%

OF STUDENTS FELT
INCLUDED

93%

OF STUDENTS FELT
SAFE

APPOINTMENTS BY RESIDENCY

Residency	Appointments	%
CDN	24410	66.43%
INTL	11470	31.22%
UNKNOWN	864	2.35%

FACULTY COMPARAISON

FACULTY	APPOINTMENTS	%	RELATIVE STUDENT POPULATION
Faculty of Social Sciences	9070	24.68%	22.20%
Faculty of Health Sciences	5636	15.34%	10.27%
Faculty of Science	5158	14.04%	10.86%
Faculty of Engineering	4468	12.16%	12.52%
Faculty of Arts	4150	11.29%	11.48%
Telfer School of Management	2941	8.00%	9.77%
Faculty of Medicine	1421	3.87%	6.73%
Faculty of Law	1637	4.46%	4.33%
Non-degree students	820	2.23%	4.18%
Faculty of Education	769	2.09%	5.52%
Unknown	523	1.42%	
Faculty of Human Science (Saint Paul University)	106	0.29%	1.37%
Faculty of Cannon Law (Saint Paul University)	20	0.05%	0.31%
Faculty of Philosophy (Saint Paul University)	19	0.05%	0.18%
Faculty of Theology (Saint Paul University)	6	0.02%	0.28%
TOTAL	36744	100.00%	100.00%

PHYSICAL HEALTH

TOTAL
APPOINTMENTS
19 280

MAIN REASONS TO CONSULT

MAIN REASONS

Prescription or referral

Vaccination/injection *

Blood or imaging test

HPV Vaccine

Skin related issue

Yeast infection, sexually transmitted and blood-borne infections

Fever, cough, cold, shortness of breath or flu symptoms

Musculoskeletal (neck, back or extremity)

** Including student immunization requirements mandated before entering a clinical setting.*



MENTAL HEALTH

TOTAL
APPOINTMENTS
14 983

MAIN APPOINTMENT TYPES

APPOINTMENT CATEGORY
Psychotherapy
Mental Health Intake
Primary Care Medical Mental Health
Specialized Medical Mental Health
Psychologist
Psychiatrist

BREAKDOWN OF MODALITY

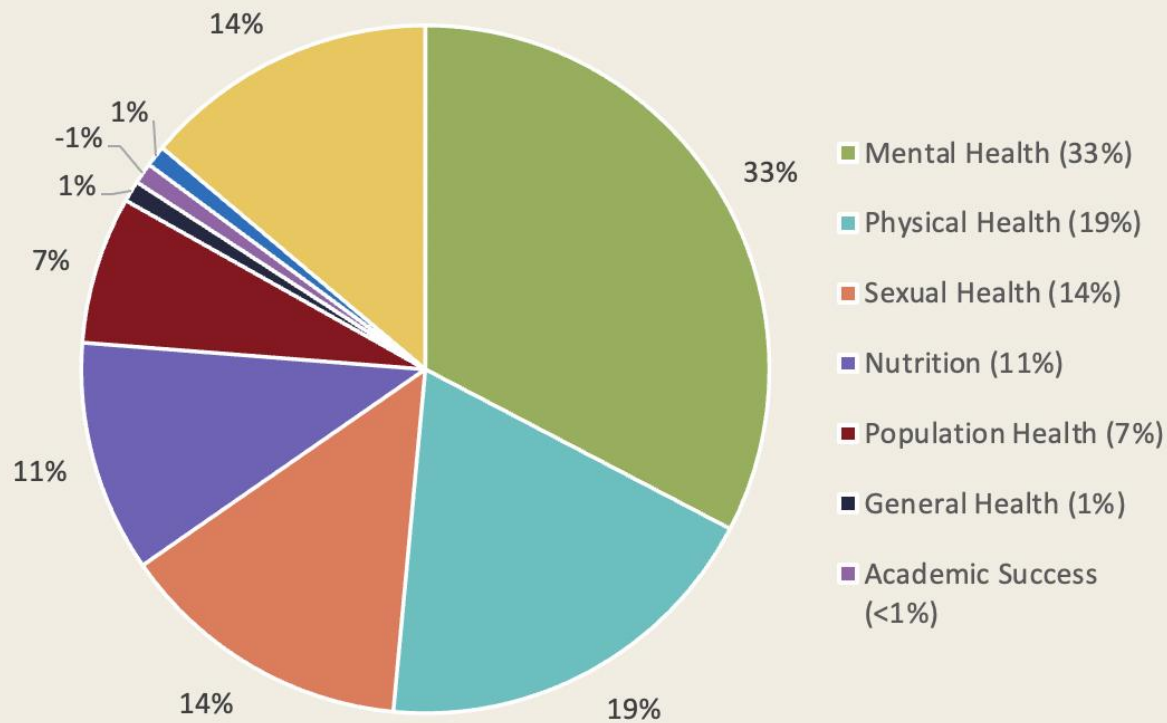
MODALITY	APPOINTMENTS	%
In-Person	3362	44.05%
Virtual	4271	55.95%

GROUP ACTIVITY THEMES

- Graduate Student support group
- Racialized Students (BIPOC) Support Group
- Black Students Support Group
- Mindfulness-based Cognitive Therapy (MBCT) group
- ADHD/ADD Support Group
- International Student Group
- Skills for emotion regulation

HEALTH PROMOTION

INTERACTION TOPICS



CHAT
INTERACTIONS
1,082

OUTREACH
INTERACTIONS
26,550

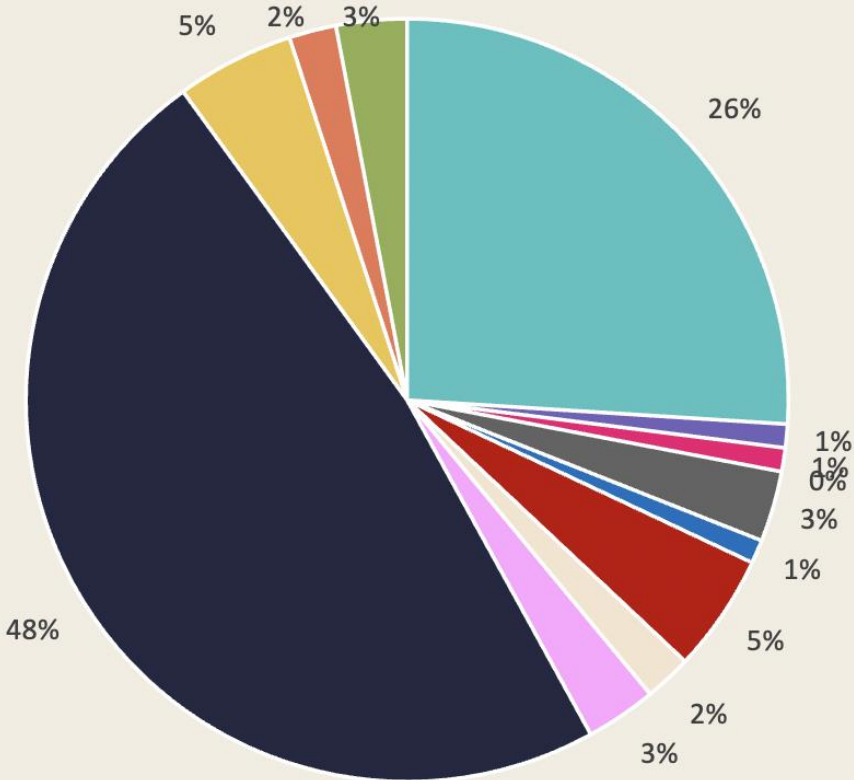
WELLNESS LOUNGE
INTERACTIONS
23,920

CASE MANAGEMENT (STUDENT SUPPORT)

TOTAL APPOINTMENTS **1,975**

TOTAL CASES **1,235**

PRESENTING ISSUES



- Academic (26%)
- Assault / Domestic Violence / Discrimination / Harassment (1%)
- Behaviour (1%)
- Drugs and Alcohol (0%)
- Family Dynamics / Death of Loved One (3%)
- Family or Relational (1%)
- Financial (5%)
- Integration at the University (2%)
- Integration in Canada / Immigration (3%)
- Mental Health / Wellness Check (48%)

Navigating the Complexities: Challenges Faced

Operating a health and wellness centre can be challenging, and our Centre is no exception. One of the major challenges we face is the high demand for our services, which indicates that our health and wellness centre is fulfilling an essential need in our community. Despite the office space constraints, we are actively exploring innovative ways to expand our capacity to meet the needs of our students, and we remain committed to delivering the highest quality of care possible.

In addition, recruiting health and wellness practitioners in the current environment is challenging. The shortage of qualified practitioners has made it difficult to find the right candidates, and competition for talent is fierce.

However, despite these challenges, the University of Ottawa offers a dynamic and enriching workplace setting that has allowed us to attract top talent.



From Data to Action: Using KPIs to Drive Improvement

To ensure effective evaluation and ongoing improvement of our services, we have collaborated with our Advisory Committee to establish a set of Key Performance Indicators (KPIs) that target the following key areas:

- Provide easy-to-access bilingual integrated health care services
- Maximize app usage for booking and appointment reminders
- Create a safe and inclusive environment for students and staff
- Support student wellness, wellbeing, and academic success
- Ensure financial stability and sustainability of the Centre

While we acknowledged that we may not achieve all our Key Performance Indicators (KPIs) in the first year of operation, we are optimistic that we are on the right path towards ensuring satisfaction and sustainability.

We're There

The Centre offers services in both official languages with an accessible location, providing quick support to distressed students. The majority of students who used the app to book appointments are satisfied, and appointment reminders are automated to reduce no-shows. The process is efficient, with a maximum of two contact points, and all staff are trained in equity, diversity, and inclusion. Students report feeling welcomed, included, and safe with the staff and practitioners. The Centre has achieved high satisfaction rates for health science students completing a placement with us. On the financial front, we are pleased to report that we successfully adhered to the planned budgets for both compensation and operating expenses.

Good Progress

Although the wait times for physical and mental health appointments have been longer than anticipated, we have implemented significant adjustments in appointment booking. We have modified the maximum booking window to ensure the release of new appointments every day. However, student satisfaction with the online and app appointment booking process is not entirely satisfactory, but we are continually working to enhance the process and hope to improve the satisfaction rate as we build capacity and are able to offer more appointments.

Still Evolving

Students experiencing a mental health crisis receive assistance within 24 hours. Students requesting a first visit with a psychotherapist are seen within nine days. Although these wait times are exceptional compared to community or public health centers, we are dedicated to further improving access to all mental health services offered at the Student Health and Wellness Centre. This includes prioritizing individuals based on their needs.

Making Strides, Moving Forward

With our inaugural year taking its proper place in our rear-view mirror, we shift our focus to the future. We recognize that the landscape of student health and wellness continues to evolve post pandemic. As such, we favour agility over constancy and innovation over carbon copy approaches in our commitment to serving the student community with excellence.

We will maintain a proactive approach to mental health and wellness, with a focus on prevention and education. We will work collaboratively with faculties and students to promote a supportive and compassionate environment for students to thrive. We will continue to invest in innovative solutions to provide a seamless experience for our students when booking appointments and accessing our services.

With our first year receding behind us our path forward is made clearer with our experience and the feedback we have received from students and colleagues. We are guided by our institutional priorities set out in Transformation 2030, the Okanagan Charter and the National Standard of Canada for Mental Health and Well-Being for Post-Secondary Students as we strive to foster a campus community with a focus on compassion and wellness for all. In our second year, we will explore opportunities to further integrate other services within the Student Health, Wellness and Support Sector, creating seamless access to supports for students.

Above all else, we remain steadfast in our mission to support student success and we look forward to the journey ahead.



Rachelle Clark

Senior Director, Student Health, Wellness and Support

