



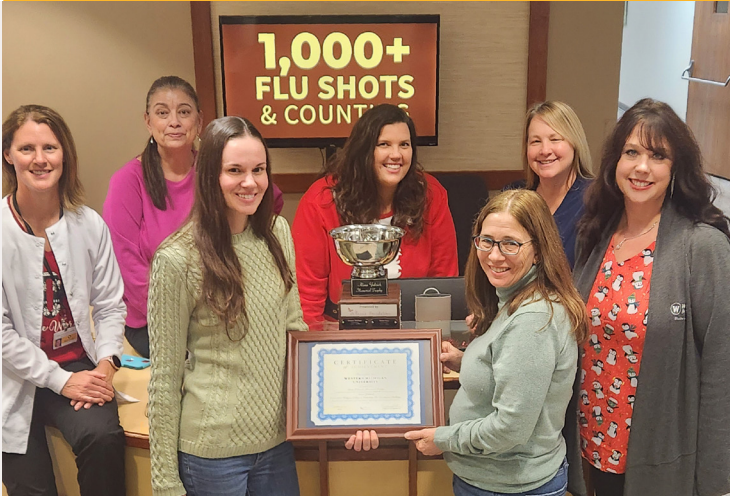
Sindecuse Health Center hosted
30,900 VISITS
from students, faculty, staff,
retirees and their eligible family
members from July 2023 through
June 2024.

2024 Sindecuse Health Center Annual Report

Contributing to Student Success

We keep students healthy and enrolled, preventing lost time in class or at a job, reducing health care expenses that can knock a student off track.

1,128 flu shots



Vaccinations against Influenza and COVID-19 provided at the health center protect students and employees. In 2023, the Nursing staff won the Alana's Foundation College & University challenge for mid-sized Michigan Universities.

5,151

Students sought care at Sindecuse in 2023-24.

"I literally would not be able to handle my workload and schooling without the advice and medication I received through my visits at Sindecuse."

HOW STUDENTS VIEW ACADEMIC SUPPORT AT SINDECUSE:

92%

agree that *"the services I received made it easier for me to remain enrolled in school by addressing my medical or mental health concerns."*

Source: Patient Satisfaction Survey, American College Health Association

89%

agree that *"the services I received made it easier for me to achieve academic goals"* (eg. improved concentration, increases in class participation or academic motivation).

Assuring Access

We remove barriers to care with readily available appointments and financial assistance when possible.

56 students

received financial assistance from The Bryan and Kathy Stauffer Emergency fund. This endowed fund paid for \$13,151 in medical care at the health center in 2023-24.

Additionally, \$4,631 was paid by Michigan Medicaid in 2023-24 for care of students who attended an initial social work visit and successfully applied to the plan.

The fund was started by a physician at the health center, the late Dr. Bryan Stauffer and his wife Kathy. They saw a need to meet students with holistic support that included a social work component. Thank you Stauffers!



6,652

**TOTAL PATIENTS WERE
SEEN BY SINDECUSE
PROVIDERS IN 2023-24.**



ROBUST WEB BOOKING

3,878

users booked at least one appointment on the patient portal, making efficient use of resources and extending access.

Student Mental Health & Well-being

Counseling Services outreach encompasses individual visits, group therapy, “Let’s Talk” tables across campus and beyond.

5,182

COUNSELING VISITS WERE ATTENDED ON A WALK-IN OR APPOINTED BASIS.

338

student attendees seen at Group Therapy sessions.



444

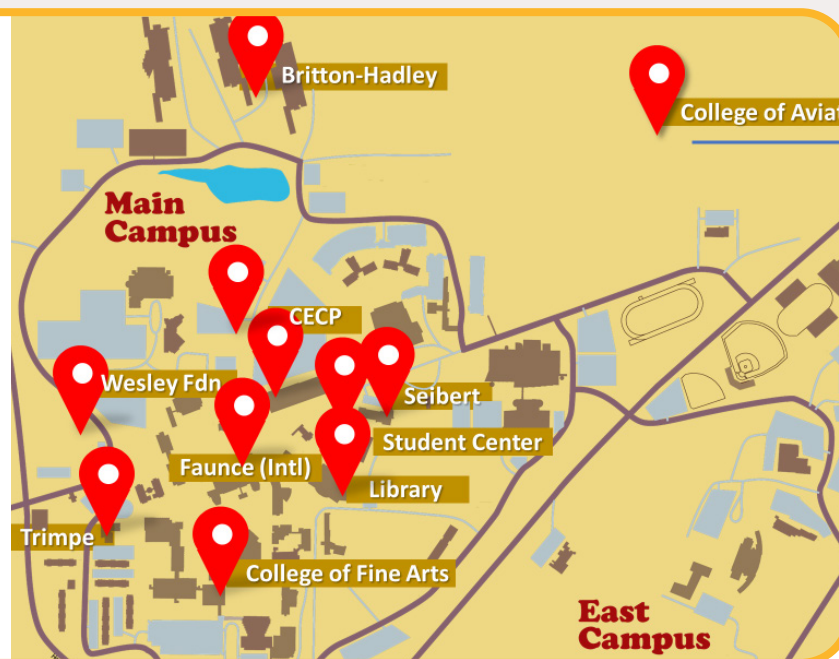
MIND SPA APPOINTMENTS

...AND MORE...

Students also see primary care providers for mental health concerns in the clinic.

49 HOSTED “LET’S TALK” OUTREACH EVENTS

at locations across campuses, meeting students where they are with informal questions about counseling services.



1-Stop Service

Pairing Pharmacy, Laboratory, and X-ray services with medical care under one roof minimizes disruptions for students and employees alike.

30,145

**PRESCRIPTIONS WERE
FILLED BY THE SINDECUSE
HEALTH CENTER
PHARMACY IN 2023-24.**

4,153

WMU community members, including students, faculty, staff, retirees and their dependents used the Pharmacy.

The average number of prescriptions filled by a Pharmacy customer was

7.3



X-RAY SERVICES

were upgraded in 2024 with new radiology and imaging systems providing better quality results. Expanding our technical resource team and training program accompanied the improvement.

Partnerships

We serve campus and community partners with responsive, tailored programs, meeting needs not filled by other sources in the community.



Donation drive supporting WMU Essential Need.



CONVENIENT, EXPERIENCED OCCUPATIONAL HEALTH

The health center provides pre-employment exams and on-the-job injury care for WMU employees—prioritized immediate evaluation, and ongoing physical therapy.

476 visits in FY 2023-24.

COMMUNITY FIRST RESPONDER PHYSICALS

Human Performance and Health Education faculty joined Health Center staff to conduct physical exams and fitness testing for 102 firefighters. Serving fire department personnel from Oshtemo, Texas and Cooper Townships and the Village of Mattawan, some departments also completed chest X-rays, and diagnostic ultrasounds.

The purpose of the physicals is to reduce the risk of injury, illness or death to firefighters and to insure they are medically fit for duty. The departments approached the health center after previous efforts to secure these services were unsuccessful. ([link](#))

Partnerships

(cont'd)

Sindecuse staff participation on University and work groups ranges from Early Intervention Team to Western Wellness to AED program administration..



INTERCOLLEGIATE ATHLETICS

Building on the NCAA's focus on athlete mental health, the health center and Intercollegiate Athletics created a pathway for mental health support, featuring two assigned professionals and a streamlined referral process.

THE ALANA'S FOUNDATION

This metro-Detroit non-profit subsidizes influenza shots for uninsured students. We gave

995 DOSES

over the last nine years.
\$13,648 in funding secured since 2016.

DANCE DEPARTMENT

Sports Medicine Clinic staff offered weekly drop-in clinics and provided coverage for **16** WMU College of Fine Arts Dance performances and rehearsals last year.



Therapy close to work & study

WMU Sports Medicine Clinic services located on campus save patrons time and money—contributing to employee well being.

4,463

**PHYSICAL THERAPY
AND ATHLETIC TRAINER
SESSIONS ATTENDED IN
2023-24.**

219 VISITS

Commitment to treating the whole person includes making available specialist care by a **CHIROPRACTOR** and a **SPORTS MEDICINE DOCTOR.**

309 VISITS

1,156

**VISITS FOR
MASSAGE THERAPY**





WESTERN MICHIGAN UNIVERSITY
Sindecuse Health Center

wmich.edu/healthcenter (269) 387-3287

All data collected July 2023 through June 2024 unless otherwise noted.

Achieved Accreditation by



Accredited by the
American Association of
Ambulatory Health Care
SINCE 1997