

2025 Sindecuse Health Center Annual Report



THROUGHOUT THE REPORT, INDICATORS
NOTABLE FOR AN INCREASE ARE MARKED
BY THIS SYMBOL



Sindecuse Health Center
providers saw

31,597

PATIENT VISITS

from July 2024
through June 2025.

Access Contributes to Student Success

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



6,416 INDIVIDUAL STUDENTS
BOOKED AN APPOINTMENT IN 2024-25.
44% OF STUDENTS **LIVING ON-CAMPUS**
HAD AN APPOINTMENT DURING THE YEAR.

SAME-DAY ACCESS

10,230 ↑ 4%

patients booked an appointment on the same day or within 24 hours of their call or patient portal visit.

Note: Not every patient wants an immediate appointment, but access is a key difference between Sindecuse Health Center and other providers.

STUDENTS RECOGNIZE THE ACADEMIC SUPPORT RECEIVED:

93%

↑ 1%

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

90%

↑ 1%

agree that
"the services I received made it easier for me to achieve academic goals."

2025 Patient Satisfaction Survey, American College Health Association, n=204, n=118

Student Mental Health & Well-being

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

4,846

COUNSELING VISITS
WERE ATTENDED BY
WMU STUDENTS

AND ANOTHER
AVENUE:

3,527

Students sought care for mental health concerns with primary care providers, social workers, a psychiatrist, or a dietitian.

“I recommend Sindecuse to everyone I can - from staff to students. It is one of the best things about WMU - because it is an example of the care and attention that students and staff receive during times of distress and medical needs.”

COUNSELING SERVICES BEYOND TRADITIONAL TALK THERAPY:

128 Attendees at group therapy sessions

530 Mind Spa appointments  19%

STUDENTS MADE CONTACT AT **35 “LET’S TALK” OUTREACH EVENTS**

Counselors made 35 visits to eight locations—meeting students where they study, live and play.

Comment from 2025 Patient Satisfaction Survey

Partnerships and Outreach

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

COMMUNITY PARTNERS

Five area Fire Departments
Kalamazoo College mental health support
Kalamazoo County Health and Community Services

↑ 9%
130

ANNUAL PHYSICAL EXAMS PROVIDED FOR AREA FIRE DEPARTMENTS

WMU ACADEMIC PROGRAMS

Aviation drug screens
Dietetics
Dance program injury clinic
International Student TB screening
Nursing
Performing Arts on-site performance support
Study Abroad travel medicine

↑ 10%
282

AVIATION STUDENT DRUG SCREENS



402

CONTACTS AT LET'S TALK EVENTS ACROSS CAMPUSES

MENTAL HEALTH AND WELL-BEING

C.A.R.E. Team
Let's Talk outreach
Western Wellness Committee



SINDECUSE HEALTH CENTER

EXPERIENTIAL LEARNING

SEE NEXT PAGE FOR TRAINING EXPERIENCES



ACCREDITATION & ADVOCACY

AAAHC national accreditation reaffirmed every 3 years
American College Health Assn.
Advocacy group leadership

WMU ATHLETICS

Mental performance support
Game-day X-ray coverage
NCAA Compliance support



UNIVERSITY-WIDE HEALTH AND SAFETY

AED program management
Critical Incident Response Team
Occupational Medicine program
WMU Health & Safety Committee

100%

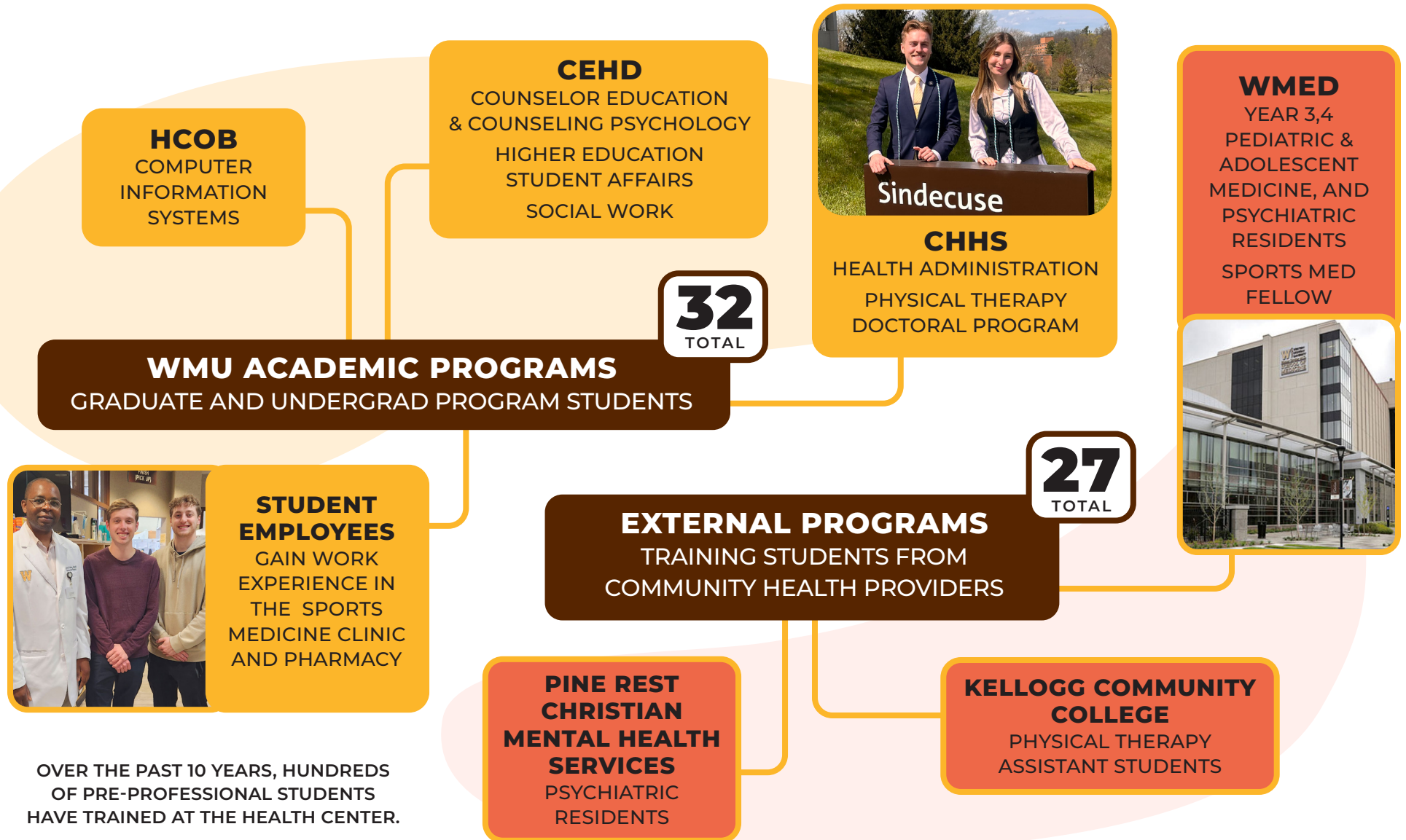
OF PATIENTS REPORT SATISFACTION WITH THE CLEANLINESS & APPEARANCE OF THE HEALTH CENTER

2025 Patient Satisfaction Survey, ACHA, n=239

Experiential Learning

Sindecuse Health Center is a training site providing real-world work experience for students from around WMU and community-based institutions.

Cumulative count of 2023-24 and 2024-25 shown.



1-Stop Service

Pharmacy, Laboratory, and X-ray services paired with medical care at one stop keeps students and employees close to the places they study and work.

27,481

PRESCRIPTIONS were filled by the Sindecuse Pharmacy in 2024-25.

“The professionals at Sindecuse spend time with you and treat you with complete respect.”

— 2025 patient satisfaction survey



806

X-RAY ORDERS

were processed with new radiology equipment installed in 2024.

↑ 12%

12,563

LAB PANEL ORDERS PROCESSED

LAB AND DIAGNOSTIC SERVICES SUPPORT ACADEMIC AND ATHLETIC PROGRAM PARTICIPATION

Students in Aviation, Dietetics, Nursing, Physical Therapy, and more need screening to participate in placement and training.

International students from certain countries are required to take a TB test when entering WMU.

WMU Athletics team members are screened for sickle cell disease as required by the NCAA.

Therapy close to work & study

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

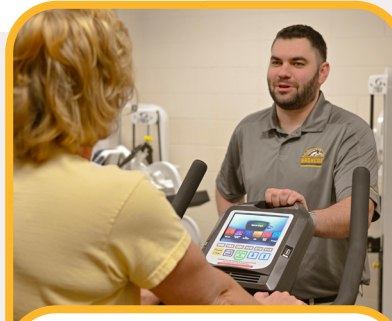


Sports Medicine Clinic staff offer weekly drop-in clinics for dancers and provided performance day coverage for

200

↑ 25%

dance program student contacts.



4,463

Physical Therapy sessions

280

↑ 27%

Chiropractor visits

1,157

Massage Therapy visits

OCCUPATIONAL HEALTH ON CAMPUS

The health center provides **pre-employment exams, audiology reviews** and **on-the-job injury care** for WMU employees prioritized for immediate evaluation during the work week, and **ongoing physical therapy** as needed. There were

966

of these contacts for occupational health services in 2024-25.



WESTERN MICHIGAN UNIVERSITY
Sindecuse Health Center

All data collected July 2024 through June 2025 unless otherwise noted.

Achieved Accreditation by



Accredited by the
American Association of
Ambulatory Health Care
SINCE 1997