WWU Student Health Center
Behavioral Health Services

Observations and Trends in Treatment
Mental Health numbers – 5 year trend

- Over 76% increase in students requesting mental health services

- 42% increase in appointments completed for mental health evaluation/treatment and maintenance
At the same time mental health specialist appointment availability for 2016-2017 has dropped to and below 2011 levels.

Psychiatric Consultant Availability
- Years 2011-12, 2012-13, 2013-14: 24-28 hours per week
- Year 2014-15: 48 hours per week
- Year 2015-16: 40 hours per week
- Year 2016-17: 24-28 hours per week

ADHD Evaluations and Medication Management
- Years 2011-16: 32 hours per week
- Year 2016-17: 24 hours per week
Fall Quarter Appointment Study
5 year trend

Compared to fall 2015...

- Unique students seeking mental health diagnosis, treatment and medication maintenance increased 6% in one year

- Overall mental health appointments dropped by 4% in one year due to:
  - fewer hours of appointment availability
  - increased use of online follow-up visits
Fall Quarter 2016: in depth look
Frequency study for appointments and messages sent relating to Mental Health

For 533 unique people seen Fall Quarter 2016:

- 339 of the 533 patients were only seen once and then were followed online
- Patients kept between 1 and 8 appointments with the average being 1.75
- Patients were sent between 0 and 33 WebView messages with the average being 5
The increasing role of Primary Care in Mental Health Management...

To preserve appointment availability, the Student Health Center has moved to utilizing primary care providers doing a 30 minute initial intake and 15 minute follow up appointments, and encouraging secure online messaging for close follow up, as appropriate.

- Primary care providers see 76% of the Mental Health appointments
- Of the 24% of patients seen by a Psychiatrist
  - 41% are referred back to a primary care provider for ongoing Mental Health needs
- Utilizing primary care providers, students are usually seen within 72 hours of appointment request and often can be seen same-day, ensuring more timely interaction with a health care provider