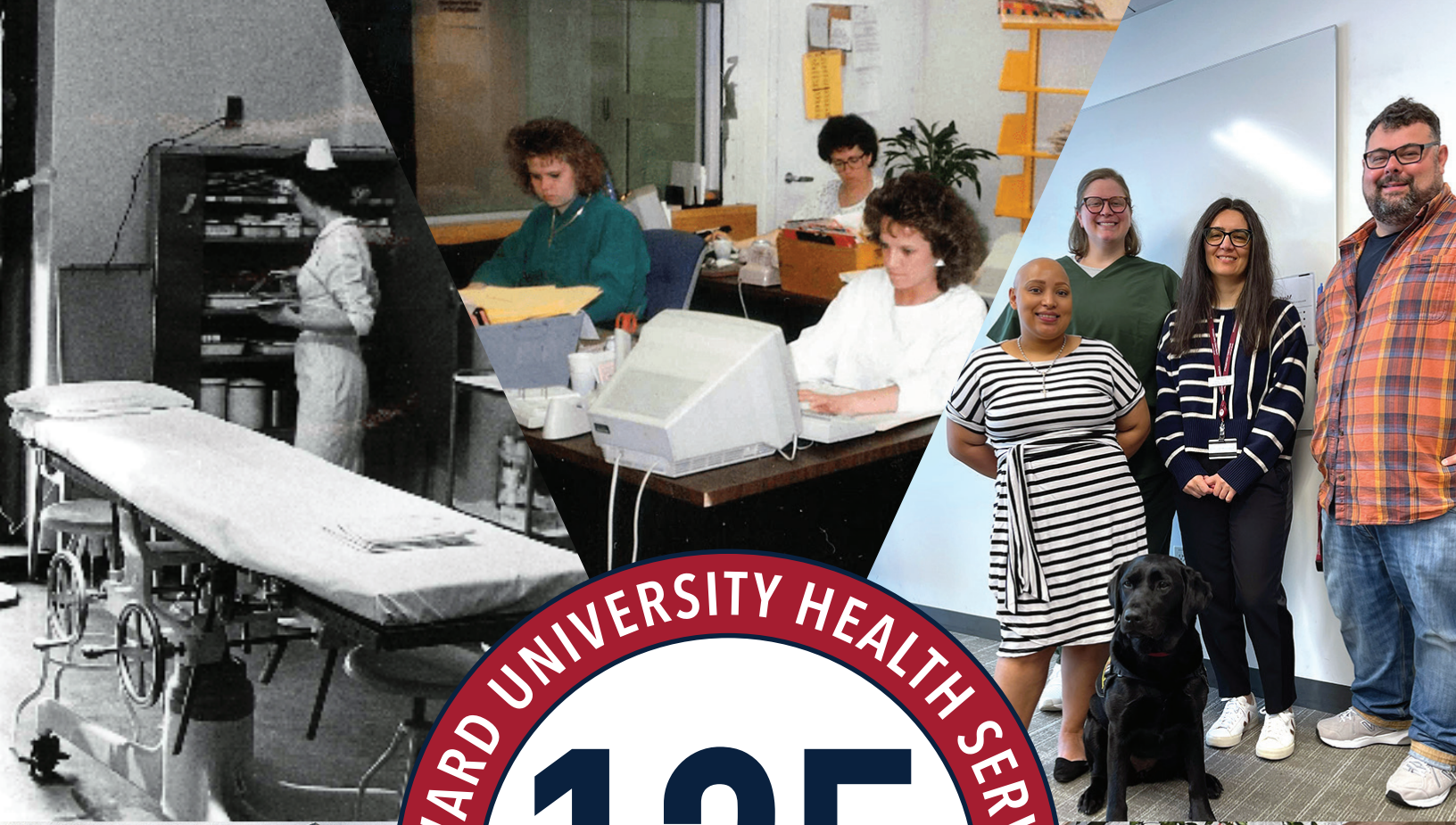
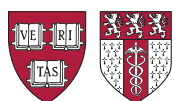




HUHS: 125 YEARS OF CARE

HARVARD UNIVERSITY HEALTH SERVICES
2024 ANNUAL REPORT

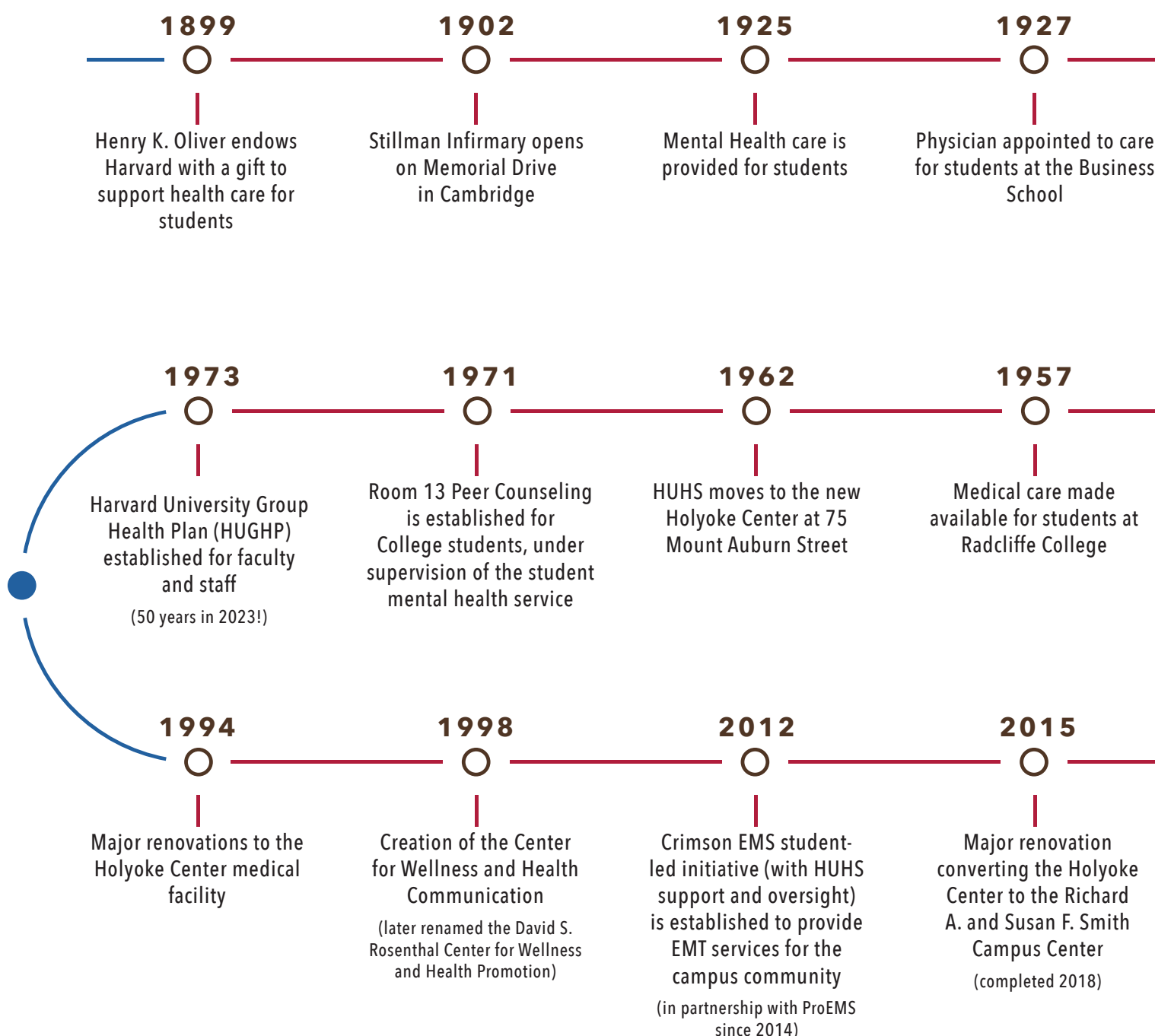


HARVARD UNIVERSITY
Health Services

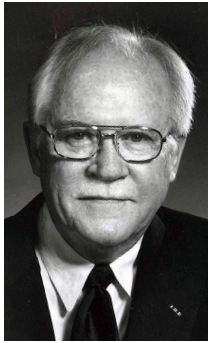
HARVARD UNIVERSITY HEALTH SERVICES: 125 YEARS OF CARE

TIMELINE OF HUHS SINCE INCEPTION

HUHS has been providing care since...



HUHS' Executive Directors in the past 50 years



Warren E.C. Wacker MD
1971 – 1989



David Rosenthal, MD
1989 - 2012



Paul J. Barreira, MD
2012 - 2019



Giang T. Nguyen, MD, MPH
2019 - Present

1930



Eye Clinic offers services for students

1931



Dillon Field House becomes part of the Department of Hygiene
1890 – supervised medical care for varsity football players – earliest healthcare on Harvard's campus
1904 – program of care for student athletes begins

1932



Care for University employees offered at new Employees' Clinic

1935



The Department of Hygiene moves to 15 Holyoke Street and serves as the main center of health care for the Cambridge campus
Clinical laboratory services begin

1956



The Department of Hygiene becomes Harvard University Health Services

1955



A comprehensive health insurance plan is developed for all University students

1946



Medical care is provided for married graduate students and their dependents

1936



University clinic opens at Medical School
University clinic opens at Law School

2016



Response to campus mumps outbreak

2020-2022



HUHS coordinates a campus-wide response to the COVID-19 pandemic emergency

2023



We're All Human campaign for student mental health begins

MESSAGE FROM THE EXECUTIVE DIRECTOR



Dear HUHS community, friends, and supporters,

I am excited to share the Harvard University Health Services (HUHS) annual report for Fiscal Year 2024. This year HUHS celebrated 125 years – how monumental it has been to be entrusted with the care of our many Harvard community members for the past century and a quarter.

During the past year, we have continued to work on enhancing our services and resources while strengthening our foundational mission, vision and values. In tandem with this work, we continue to cultivate an environment of care that spans across the Harvard University campus in Cambridge and Boston.

While we are proud of our years of service, we are equally excited about our future. As HUHS continues to evolve to meet the needs of our patients we are also focused on being a workplace where our staff can learn, thrive and be connected to the greater Harvard and healthcare community.

This report will take you through HUHS' journey this past year which includes partnerships, community engagement, patient care and much more.

I am thankful for the role HUHS has at Harvard and for the many people who show up daily to work and provide exceptional care to those who come through our doors. Being the executive director of this organization is a privilege and an honor, and I look forward to many more years of care and excellence at HUHS.

A handwritten signature in black ink, reading "G. Nguyen". The signature is fluid and cursive, with a large, stylized 'G' and 'N'.

Giang T. Nguyen, MD, MPH

Associate Provost for Campus Health and Wellbeing

Henry K. Oliver Chair of Hygiene

Executive Director, Harvard University Health Services



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ABOUT HUHS



Harvard University Health Services (HUHS) is a campus-based health care organization devoted exclusively to members of the Harvard community— students, faculty, staff, eligible post-doctoral fellows, retirees, and their families. Our work includes multi-specialty ambulatory medical care, behavioral and mental health services, health insurance plan oversight, massage and acupuncture, health education, campus public health, immunization compliance, cross-campus engagement, and promotion of overall wellbeing.

HUHS has four locations across Harvard University’s Cambridge and Boston campuses, including the main location in the Smith Campus Center, satellite clinics at Harvard Law School and in the Longwood Medical Area, and Athletics/Sports Medicine at the Dillon Field House.

On behalf of the University, HUHS manages two self-funded health insurance plans, the Harvard University Group Health Plan (HUGHP, for University employees and dependents) and the Student Health Insurance Plan (SHIP, for students and dependents). HUHS also offers dental insurance for students.

For Harvard University students, a Student Health Fee (SHF) covers most care provided by HUHS at no additional cost. This includes in-person and telemedicine care, internal medicine, numerous specialty care services, counseling and mental health, and urgent care. Health insurance (such as SHIP) is used to defray the cost of care not covered under the SHF, such as medical services received outside of HUHS, prescription drugs, and blood tests. Collectively, the Student Health Fee and SHIP constitute the Harvard University Student Health Program (HUSHP).

At HUHS, we empower our patients to lead healthier lives, act as informed consumers of health services, and obtain state-of-the-art health care. Additionally, we provide the most current public health information and expertise on health issues to the Harvard University community.

TO HEAL. TO CARE. TO EDUCATE

MISSION:

HUHS nurtures the health of the Harvard community through compassionate delivery of high-quality, equitable care and advancement of overall wellbeing.

VISION:

We envision a thriving, healthy campus where Harvard's students, employees and retirees experience exceptional wellbeing in all its facets.

We aim to meet the immediate needs of our patients and to be a health care space where patients can develop meaningful connections with their care team over time.

We will lead through innovation while supporting and developing our staff to meet evolving health care needs in a way that appreciates our unique academic setting.

With a focus on promoting overall health, preventing illness, and treating disease, we will ensure that Harvard remains a beacon of health and excellence for generations to come.

VALUES:

Collaboration
We foster open communication and active partnerships among patients, staff, and the broader University community.

Adaptability
We embrace learning and innovation, continuously improving our practices to meet the evolving needs of those we serve.

Respect
We cultivate an inclusive and equitable environment where people of all backgrounds are seen, heard, and valued.

Excellence
We uphold the highest standards in care and service, ensuring exceptional quality through shared responsibility.

Sustainability
We are responsible stewards of our workforce, resources, and finances.

SPOTLIGHT

HUHS WORKFORCE

In collaboration with other departments, Human Resources at HUHS advances the organization’s mission by attracting and retaining a diverse workforce and cultivating an inclusive and inspiring environment where staff can perform at their best. During FY24, HUHS aligned with Harvard University’s central HR initiatives, including the adoption of new talent acquisition software.

343

Full- and Part-time employees across four Harvard locations



44
New Hires



13

Employees Promoted



62%

Self-identify as an ethnic minority



WHO WE SERVE

PATIENT/DEPARTMENT HIGHLIGHT

Center for Wellness and Health Promotion

Holistic wellbeing and educational experiences are available to all members of the Harvard community at the Center for Wellness and Health Promotion (CWHP). Located on the second floor of the Smith Campus Center, CWHP provides acupuncture and massage services, mindfulness and meditation workshops, and yoga and Pilates classes.

- **4,917** hours of massage
- **1,908** hours of acupuncture
- **235** movement classes held

Outreach to the undergraduate community is important to CWHP's programming. Wellness Educators—the peer education arm of CWHP—work to inform Harvard College students on all aspects of health and wellness. Through pop-up events held throughout campus, Wellness Educators and CWHP staff distribute sleep kits, offer safer sex supplies, and generally support student wellbeing. Safer sex supplies are also available for free to students at the CWHP office.

- **4,100** students engaged in CWHP programming
- **22** events hosted by Wellness Educators
- **16** safer sex supply and sleep kit pop ups

PATIENT CARE SPOTLIGHT

HUHS hosted its first week-long flu clinic in the Harvard Commons at Smith Campus Center. Open to all community members with a Harvard ID, the event was held in close coordination with Common Spaces. The five-day event led to more than 10k flu vaccinations.

Accurate documentation of student immunization status is also critical. The six-member Health Information Services team protects the health of the Harvard community by ensuring immunization compliance. The team partners with Schools across the University to support students and staff as they matriculate. Throughout the 23-24 academic year, the team verified 131,224 student immunizations.

24,879

Patient
Population



Care Coordination

Our Care Coordination team provides guidance when patients need support in making decisions about their medical care. This team of licensed social workers also assist patients in a variety of matters including navigating the health care system, liaising between patients and providers, and addressing insurance concerns. Additionally, Care Coordination works with patients who have complex medical needs to connect with community resources to further support their health and wellbeing.

In FY24, Care Coordination, in collaboration with Internal Medicine and Member Services, identified a medication coverage discrepancy that resulted in an important insurance policy change. The cost-effective, quality care provided to patients and facilitated by Care Coordination has resulted in savings for the Harvard University Group Health Plan.

- **173** patient encounters in FY24, an **84** percent increase from FY23

ACCOMPLISHMENTS

BY DEPARTMENT

COUNSELING AND MENTAL HEALTH SERVICES

Tasked with managing the mental health care of Harvard students, Counseling and Mental Health Services (CAMHS) provides support for a variety of concerns impacting this diverse population. Through in-person sessions, virtual visits, and group support, clinicians assist students with significant mental health issues, urgent distress, or crisis situations. Appointments focus on reducing the immediate distress and identifying resources to enhance mental health and wellbeing.

In FY24, CAMHS increased outreach to our students. Through tabling events in collaboration with wellness platform TimelyCare, the Department promoted its services and encouraged students to activate their free registrations on the new TimelyCare app. The Department continued to decrease wait times for initial consultations with a provider. Often, students can schedule an appointment within 1-2 days, and there is always a clinician on call for emergencies.

- **19,815** student visits with CAMHS staff
- **6,678** visits through TimelyCare

BEHAVIORAL HEALTH

In addition to CAMHS, which serves students exclusively, the HUHS Behavioral Health Department offers a range of services aimed at supporting the mental health and medication management needs for Harvard University employees and retirees who have an HUHS primary care provider. The Department conducts comprehensive evaluations to understand an individual's mental health concerns and provides ongoing counseling sessions. Peer support and shared learning is available through group therapy for individuals who share similar issues.

In FY24 Behavioral Health:

- Saw **8,476** visits, a **10%** increase over FY23.
- Expanded its group therapy offerings with four new groups: Issues Affecting African American Women, Cognitive Behavioral Therapy (CBT) Group, Men & Relationships, and Senior/Retiree Group.

“ [my clinician] is considerate, thorough and supportive. She has made a significant difference in my health. I am very grateful for her kind, attentive support. ”



“ [My clinician] understands me more than I understand myself sometimes. She's patient, warm and kind. I trust her more than most people in my life. ”



MEMBER SERVICES

The Health Plan Member Services department at HUHS is dedicated to assisting its health plan membership with a variety of inquiries and issues related to their health coverage. Our knowledgeable team acts as navigators in the often-complex world of health insurance, helping to resolve claims issues, clarifying benefits, and working with our clinical partners at HUHS to provide a personalized service dedicated to ensuring members a smooth experience to access the care and information they need, when they need it.

This year Member Services celebrated 50 years of the Harvard University Group Health Plan (HUGHP). The HUGHP 50 Years Celebration highlighted our longstanding commitment to health and wellness within the University community. The year-long celebration included a series of engaging activities such as health fairs, wellness workshops, and community outreach events, all aimed at promoting a healthier campus environment. This milestone underscored HUGHP's established role as a cornerstone program at the University, dedicated to fostering a culture of health and wellbeing for all.

To meet the need of our community, Member Services worked to and successfully modernized the Student Health Insurance Plan benefits. Significant changes were implemented to mental health, medical care, and routine care coverage benefits. These changes reflect HUHS' commitment to providing accessible, comprehensive, and modern health services to our student body.

INFECTION PREVENTION

Infection Prevention and HUHS Employee Health is important part of HUHS as they partner across the University with departments such as Environmental Health and Safety (EHS), Emergency Management, Harvard University Police Department (HUPD), Harvard Summer School and Residential Life to ensure the health and safety of our community. They work to help "Keep Harvard Healthy" through vaccination programs, consultation, disease management, outbreak response and support.

- In FY24 they administered **10,467** flu vaccines delivered in five days at the weeklong HUHS flu clinic. For the first time, HUHS had a flu clinic in a large central location for members of the entire Harvard community, improving engagement and efficiency compared to prior flu vaccine efforts.
- In addition to the weeklong flu clinic, the team also provided flu clinics at the Law School and Longwood Medical area. A total of **14,722** doses were delivered in the 2023-2024 season.

PHYSICAL THERAPY

HUHS physical therapists are movement experts who improve our patients' quality of life through prescribed exercise, hands on care and patient education. They primarily treat orthopedic injuries but other areas of expertise include vestibular and concussion therapy, pelvic floor physical therapy, dry needling, balance and more.

- **8,616** Physical Therapy visits
- **1,650** PT evaluations performed
- **2,324** HUGHP visits

HARVARD UNIVERSITY HEALTH SERVICES BY THE NUMBERS



12

Departments



138,937

Patient Visits

18%

Telemedicine Visits



7

Specialties offering
telemedicine

25,000

HUGHP and SHIP Insurance Plan Members



LEADERSHIP

EXECUTIVE COMMITTEE MEMBERS, FY2024

Robert Carroll *Chief Financial Officer*

Kim Eng *Deputy Executive Director and Chief Administrative Officer*

Maria Francesconi, NP *Senior Director of Nursing and Health Promotion*

Mitch Hamilton *Director of Medical Information Systems*

David Kearns *Director of Human Resources and Central Operations*

Barbara Lewis, MD *Senior Director of Student Mental Health*

Giang Nguyen, MD, MPH (Chair) *HUHS Executive Director; Associate Provost for Campus Health and Wellbeing*

Laurie Nicolas, MS *Chief Health Equity Officer*

Kathy Niknejad, MD *Chief Medical Officer and Physician-in-Chief*

Cherrelle Norris, MS *Director of Communications and Marketing*

Christian Presley, JD, RN *Compliance Officer*



As we look to 2025, HUHS will build on the successes of the past 125 years while tackling the very real concerns of the modern age. Student wellbeing has always been a core part of our mission, and we will continue to support student emotional and physical health while also helping our students to build the skills to effectively maximize all of the many dimensions that contribute to overall wellbeing.

A healthy campus community means that our faculty, staff, other researchers, and retirees are also supported in their life journeys, and HUHS will continue to offer exceptional care and service for all of our patients and insurance plan members. We recognize that high quality care requires significant resources, and we appreciate everyone who plays a role in ensuring that we are supported in this challenging but critical work.

ACKNOWLEDGMENTS

HUHS is nothing without our extraordinary staff. We are immensely proud to be part of this dedicated, mission-driven team. We are thankful to all of our staff, many of whom are quietly leading through their outstanding work on a day-to-day basis. They do this work because they know how important it is, and how important HUHS is in supporting the broader work of this great University. We also wish to thank our numerous campus partners who help us collaboratively to accomplish great things in a complex environment. And finally, we wish to thank our financial donors, who help us through their immense generosity. It was through the generosity of Dr. Henry K. Oliver that HUHS was created 125 years ago, and continued generosity will help to sustain this important work for the next century and beyond.



[HUHS.HARVARD.EDU](https://huhs.harvard.edu)



HARVARD UNIVERSITY
Health Services

TO HEAL | TO CARE | TO EDUCATE

