



Clinical Services



Four clinical staff attended the **Mayo Clinic TB Intensive Review** in Rochester, Minnesota. They will use the information to implement nurse visits for patients with **Latent TB Infection (LTBI)** to help increase access for students.



Lab/X-Ray

Lab is seeing many students positive for **Influenza A** and has even had one student positive for **Influenza B**.



Physical Therapy



Outcome surveys are used by the PT staff to determine progression and effectiveness of therapy treatments.



Pharmacy



Julia Wiemer

Student pharmacy technician, **Julia Wiemer**, will be leaving next semester to study abroad.



Communications

Student Health collaborated with **KCCI** on a news story featuring an **unusually high rate of illness**, including the flu, this week in Central Iowa.



Prevention Services



Lauri and **Brian** participated in a data-needs exercise with the **Story County Quality of Life Alliance** on December 2nd.



Administration



Student Health employees donated **six boxes of food** to be donated to **SHOP**, the ISU student food pantry.



Health Information Management

HIM has seen an **increase** this month in the number of **medical records requested**, the amount of **medical transcriptions typed**, and the amount of **insurance claims filed**.



specializing in **students:**

Laura Knowles, RN

MAP-Works® is a survey administered the beginning of the third week of the fall semester to help new freshmen assess their transition into college. It is made up of questions about their college expectations and experiences.

Within this survey, students are allowed to recognize someone who has influenced them to stay in school. One of our very own staff members, **Laura Knowles, RN**, was recognized as one student's **"most helpful individual"** in their transition into college.

"I was surprised to hear that a student considered me to be his/her most helpful person in their transition at ISU – surprised and very flattered," said Knowles. "I try my best to be helpful to everyone that crosses my path – knowing that someday my son will be one of these students, and I hope and pray that others will help him, and guide him and treat him kindly along his way."

The MAP-Works® survey integrates four components including: **student characteristics** (gender, entrance exam scores, high school GPA), **academic integration** (self-efficacy, academic behaviors, commitment), **self-assessed skills** (communication, time management, stress), and **social integration** (peer connections, living environment, roommates, homesickness).



I love my job at ISU. I love helping the students and parents and will always strive to show them that we care!

—Laura Knowles, RN

Knowles said that she often thinks of the students who are transitioning into college as she would her nieces or nephews – and tries to give them the advice she would give a family member. Her philosophy is that **we all need help now and then** – and treating others with help and kindness will always come back to you.

"We have a great staff here at the health center of people who truly enjoy caring for others, and helping our students," said Knowles. "We are truly invested in their success and want the best for all of them. As care givers we don't expect to be recognized for our work, it's just part of who we are ... and every now and then, when someone takes the time to thank you for your help – that gives us all we need to keep going for the next person that needs our help."