

The Student Health Review:

Supporting the health and wellbeing
of international students

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Background

International education is Australia's largest service-based export

- Worth \$22b annually
- Enrolments are expected to increase by 45% to 720,000 by 2025
- One of Australia's five 'super-growth' sectors

OS are a known risk-group

- Acculturation / assimilation, housing, work and finances, social isolation, discrimination, difficulty accessing support services, safety, English language and lack of basic health literacy and information
- High stress levels, poor sleep hygiene, loneliness, depression, anxiety, accidents / injury and sexual health issues (e.g., unplanned pregnancy)



Background

Some recent studies have found:

- 12% and 25% of OS described their physical and emotional health as merely “OK” or “Poor” (International Student Wellbeing Report: University of Sydney, 2016)
- 15% reported their health as ‘worse’ compared to back in their home countries (International Student Wellbeing Report: University of Sydney, 2016)
- Attrition rates between 4% and 22.5% across all Australian Universities (Washington et al. 2014)



Background

Case study: Pressured male student

- Reported that he was not managing his studies
- Married with a young child
- Wife speaks limited English and their child is unwell
- Had been staying at the university overnight to save on travel time
- Limited timeframe to complete degree due to government scholarship – financial implications
- Not eating well
- Interrupted sleeping patterns
- Showing signs of a depressed state



Background

Valuable but vulnerable: Welfare of international students a top priority



<http://www.sbs.com.au/news/article/2017/11/02/valuable-vulnerable-welfare-international-students-top-priority>

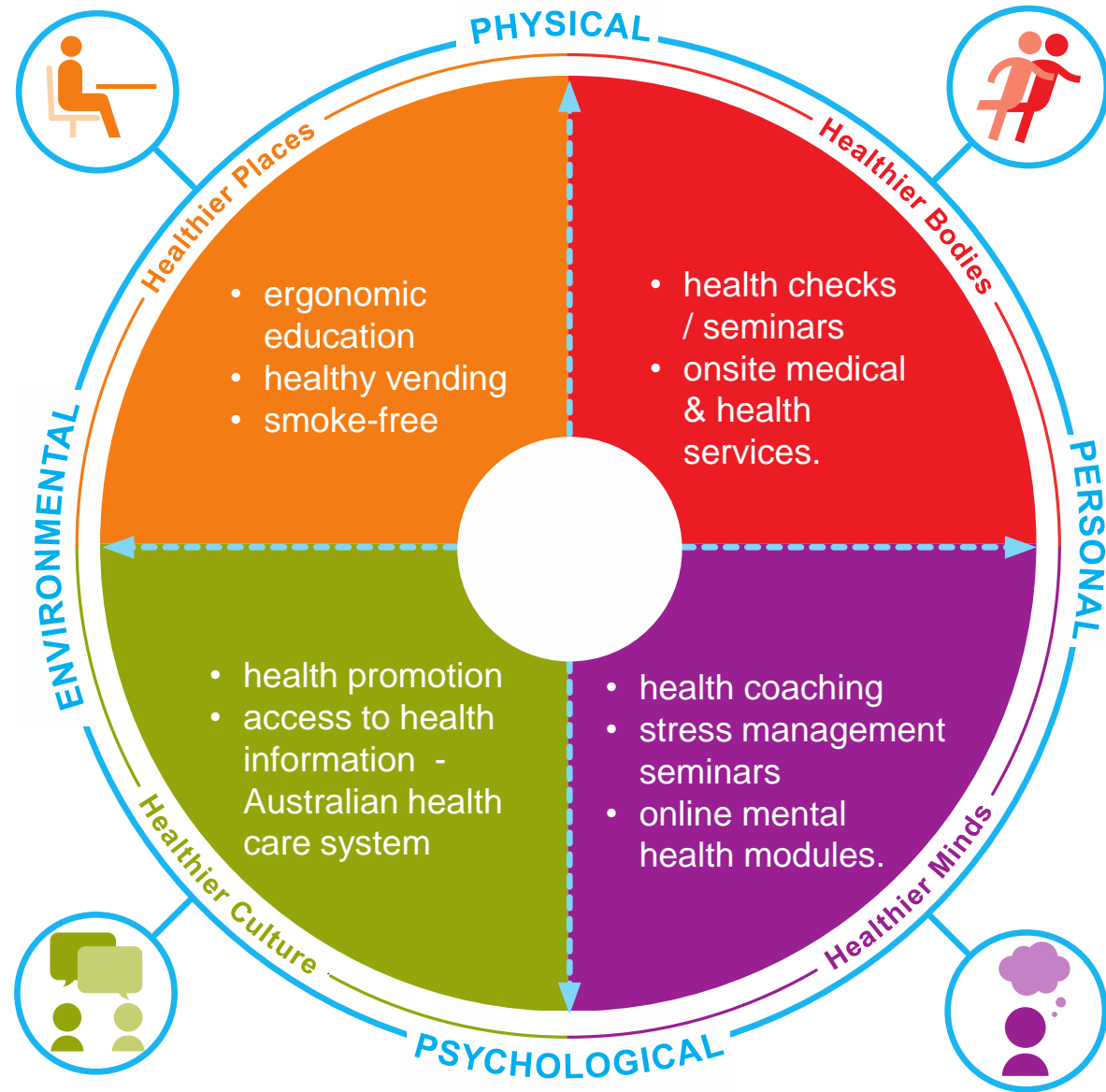
- OS experience many challenges
- Universities must invest in student health and wellness
- Bupa has an interest in supporting OS student health and wellness



The Bupa Health Model

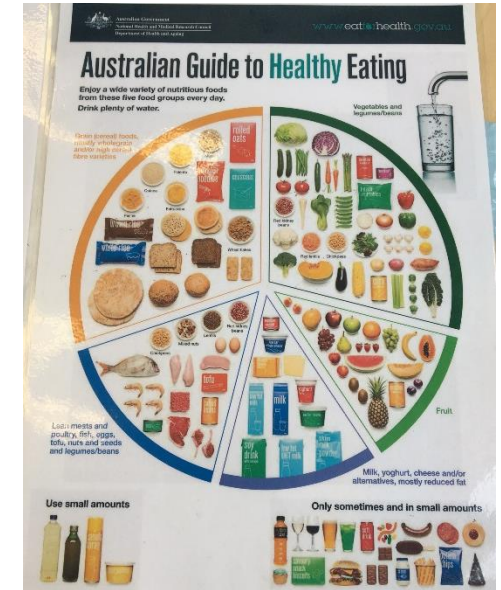
Bupa develops programs in liaison with institutions based on the profile and objectives of the University.

This ensures that the solutions are targeted to where they are most likely to have the biggest impact, greatest management support and highest relevance for students.



Student Health Review

- Deakin-Bupa Student Health Innovation
- 30 minute consultation with a nurse
- Biometric testing (blood pressure, glucose)
- Diet, physical activity, distress (K-10), smoking, obesity risk
- Knowledge of healthcare system, relationships, contraception, finances.
- Education, goal setting and referral options



Your results

Date / /

Blood Pressure: /

Total Cholesterol: mmol/l

HDL Cholesterol: mmol/l

Glucose: mmol/l

Type 2 diabetes risk: cm

Waist circumference: cm

Cardiovascular disease risk: %

Are you a smoker? ☐ Yes ☐ No

Are you physically active? ☐ Yes ☐ No

We encourage you to keep this results card for future reference.

K10

Bupa

This simple checklist aims to give you some idea how much anxiety and depression may have affected you during the past four weeks.

Your answers and results are completely confidential.

The below questions relate to how you've been feeling over the past four weeks. Please tick (✓) the box next to each question that best reflects your thoughts, feelings and behavior.

In the past 4 weeks...	None of the time	A little of the time	Some of the time	Most of the time	All of the time
About how often did you feel stressed out for no good reason?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
About how often did you feel nervous?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
About how often did you feel so nervous that nothing could calm you down?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
About how often did you feel hopeless?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
About how often did you feel restless or fidgety?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
About how often did you feel so restless you could not sit still?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
About how often did you feel depressed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
About how often did you feel that everything was an effort?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
About how often did you feel so sad that nothing could cheer you up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
About how often did you feel worthless?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Student Health Review

Inclusive of:

- Dedicated Bupa nurse to deliver program
- Clinical consumables
- Results booklet & take home Information
- Development and delivery of targeted promotional material
- Online Booking System
- Program Management



Case Study - Deakin University Student Health Reviews



Introducing a new model can be challenging

GP's concerns

- Privatisation
- Screening for pre existing conditions
- Claims may be rejected
- Who owned the data

Nurses concerns

- How will the program work
- Who is the nurse
- Can't we provide this service
- We have no space !
- Is the service replacing what we do?

Others

- Administrative such as managing bookings
- Patient flow
- follow up appointments
managing expectations of wait time
- How is the SHR advertised – what was their role in promoting



Health Information

- **Gender Break down** = 52% female / 48% males
- **How long have they been in Australia** = 0-6 months 55%
- **Key health risks** = stress 37%, waist circumference 27%, anxiety or depression risk at a medium level 61%, physical activity below the minimum requirement 71%, smokes daily 3%
- **No knowledge of the Australian health care system** = 62%
- **Mental health discussion reported no issue acknowledged** = 39%
- **Recommended to seek further assistance i.e Deakin GP/Counselling** = 70%

Sample size = 425 completed 2017



What have we learnt

- Insight into health issues now with evidence
- engagement is challenging, academia comes first, health 2nd, 3rd, 4th
- the Australian healthcare system is not understood
- students speak and trust family & friends, seeking help at Uni is not a priority
- BUPA was not seen as the University, engagement was different

Next steps

- Make it easy to use, right time, right place, right timing in the academic year
- Link academic success with positive mind, physical and general health
- Incentives increase engagement !
- Peer mentors and peer based programs can assist
- Review and adjust the program ongoing



How do students know about the Student Health Checks

- Student Life Communication team drive the marketing of the program
- Access to Deakin Sync platform
- Understand the student voice
- Responsive & can change message to increase engagement

Started with “***Have a health review***” students wondered Why ? Changed the message to “***Do you want to succeed at Deakin***”

- Customer service staff
- Health and wellbeing staff
- Events on campus – international student welcome, BUPA office on campus,



Student Feedback

It was a really good session with Dr Hellen, where i was able to discuss about the betterment of my health. Hope to see more things like these in the future.

I found that this activity was very motivating and because of this activity I would certainly change my daily routine. I would also love to be a part of these kinds of activity even more.

The session was very much in line to a student's life. So that was informative on how staying healthy will actually help us study better. The nurse I had was just fantastic, she made me feel at ease and explained everything with examples.

Because the activity was so helpful, 30 minutes can be not enough.



QUESTIONS

If you would like to hear more about student health come to the ANZSSA SIG “*Forum Higher Education Health Providers*”

Forum 7 – Surfers Paradise Room 3

4 - 5.30pm

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