MISSION
To offer an accessible, high quality, affordable, outpatient healthcare service on the Manhattan campus. To provide exceptional health and well-being education to the student body and larger Kansas State University community.

CORE VALUES

Compassion
We promise to offer compassion and caring for all of our students and patients.

Adherence to Standards
We promise to work within the boundaries of evidence-based healthcare, University, and health center standards.

Collaboration
We promise to work internally and with other campus divisions to create the best possible experience for our patients.

Timeliness
We promise to do our best to be on time and respect the time of our patients.

Mutual Respect
We promise to offer mutual respect to all students, patients, and co-workers.

HEALTH CENTER VISITS BY SPECIALITY 2021-22

<table>
<thead>
<tr>
<th>Specialty</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allergy, Immunization &amp; Travel</td>
<td>4,615</td>
</tr>
<tr>
<td>Athletic Training</td>
<td>247</td>
</tr>
<tr>
<td>Clinical Laboratory</td>
<td>16,636</td>
</tr>
<tr>
<td>Massage Therapy</td>
<td>559</td>
</tr>
<tr>
<td>Medical Staff</td>
<td>18,253</td>
</tr>
<tr>
<td>Nutrition Counseling</td>
<td>455</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>13,547</td>
</tr>
<tr>
<td>Physical Therapy</td>
<td>1,876</td>
</tr>
<tr>
<td>Psychiatry</td>
<td>2,215</td>
</tr>
<tr>
<td>Radiology</td>
<td>768</td>
</tr>
<tr>
<td>Triage</td>
<td>1,432</td>
</tr>
<tr>
<td>Women’s Health</td>
<td>2,843</td>
</tr>
<tr>
<td>TOTAL VISITS</td>
<td>63,446</td>
</tr>
</tbody>
</table>

Historical Notes:

1913-1920: Student Health Services began in Anderson Hall.
1945: Relocated to former residence of Presidents Anderson and Fairchild. Accommodated 12 students as patients.
1959: Acquired surplus military barracks. Offered 80 beds for inpatient care, expanded ancillary services and outpatient care.
1968: Construction on a new facility was completed. The hospital cost $550,000 and was named after the current director, Dr. Benjamin W. Lafene.
1987: Accredited by the Joint Commission on Accreditation of Healthcare Organizations.
2003: Relocated to building known as Mercy Regional Health Center, Sunset Campus.
2008: Accredited as an outpatient healthcare facility by the Accreditation Association for Ambulatory Health Care (AAAHC).
2014: K-State purchased the property at 1105 Sunset Avenue from the Memorial Hospital Board and several major renovations were completed.
2018: Counseling Services moved into the lower level of Lafene Health Center.
2020: COVID-19 pandemic began. Space was converted for symptomatic patients, asymptomatic testing began, and Lafene at Polytechnic opened to provide testing in Salina.
2022: Lafene Health Center administered 9,782 COVID-19 vaccines and completed 48,796 COVID-19 tests during the pandemic through June 2022. 2,352 COVID-19 vaccines were administered and 14,974 tests were completed in FY22.
SERVICES PROVIDED

- 24-hour nurse line - 785.532.6544
- Alcohol and other drug education
- Allergy injections
- Dermatology
- Family practice medicine
- Immunizations
- Laboratory testing
- Massage therapy
- Mental health nurse practitioners
- Nutrition counseling
- Pharmacy
- Physical therapy and rehab
- Sports medicine and injury treatment
- Travel immunization consultations
- Women’s health
- X-rays

Lafene CAPS is a student service on campus providing therapy and mental health counseling to students, and consultation/education to the K-State community to enhance student success. We provide culturally-competent services and welcome diversity in all its forms.

- Lafene CAPS provides individual therapy, group therapy, and workshops
- All consultation services at Lafene CAPS are covered by student services fees
- Enrolled students may receive up to eight individual therapy sessions per semester at no charge
- Mental health consultation is available 24 hours a day, seven days a week, by calling 785.532.6927
- Lafene CAPS is open weekdays from 8:00 a.m. to 5:00 p.m.

CLIENT SATISFACTION SURVEY RESULTS

98.5% of clients said that their counselor was respectful of their unique identities and cultural differences (e.g., race, religion, gender, sexuality, etc.)

99.4% of clients said that their counselor demonstrated respect for their dignity and worth

97.7% of clients said that their overall experience at Lafene CAPS was beneficial

PATIENT SATISFACTION SURVEY RESULTS

98.7% of patients said they are likely to recommend Lafene Health Center to another student

98.3% of patients said they were able to schedule an appointment that met their needs

98.5% of patients said their provider listened carefully to their concerns

"[My counselor] and Linc [the therapy dog] were fantastic! [My counselor] has helped me figure out a lot in the past few months, and it's really been beneficial."

"[My counselor] has been amazing and helped me through so much."

"I had a very positive experience with CAPS."

LAFENE CAPS VISITS

TOTAL VISITS 6,997

2021-22