



# 2021 PRESIDENT'S MEDAL FOR DISTINGUISHED SERVICE RECIPIENT



## JOY STEWART JAMES

*Associate Vice President, Student Health and Counseling Services, Sacramento State*

2021 President's Medal for Distinguished Service

Dr. Joy Stewart-James is Sacramento State's associate vice president for Student Health and Counseling Services (SHCS). She came to college health and wellness in August 2007 after working more than 20 years for a large hospital health care system in Austin, Texas, overseeing ambulatory care clinics, including several inpatient and outpatient departments. Soon after coming to Sacramento State, she oversaw the design and construction of a new state-of-the-art health center, The WELL, which opened in September 2010 and includes an urgent care medical clinic, and facilities for primary care, women's health, laboratory services, radiology, pharmacy, health education, counseling, psychiatry services, victim support services, and athletic training. During her first two years, she successfully integrated health and counseling services and transitioned to a shared electronic health record, which supports a holistic, interdisciplinary care model.

During the past 10 years, Dr. Stewart-James has lead efforts to move away from a traditional medical-based model to a proactive wellness model. She is dedicated to improving the patient experience and creating better health care consumers. Student utilization of SHCS health services increased from 22% to 55% annually and from 3% to 10% for mental health services

through improved processes, advanced use of technology, and reducing redundancies. SHCS is paperless, and students can access appointments, view records, and message their providers via the patient portal. Students routinely are screened for depression, substance abuse, and food insecurity. Urgent care counseling was implemented in the urgent care clinic, and satellite counseling centers were created for athletics, residence halls, engineering, and the Student Service Center. Pharmacists provide campus and clinic immunization centers. In 2014, SHCS created and hired an associate director of Campus Wellness to galvanize and lead efforts toward creating a campus culture of wellness. Health Promotion and Wellness staff are responsible for outreach, group education, and campus environmental systems change work.

Perhaps most importantly, Dr. Stewart-James has worked tirelessly to help lead the campus through the COVID-19 pandemic. She was instrumental in pivoting to telehealth for all services while keeping SHCS open for students requiring in-person care. She developed and reviewed campus safety protocols, leads the University's partnership with Sacramento County Public Health, and serves as Sacramento State's captain as we navigate the uncharted waters of this global public health crisis. She also established the on-campus vaccination clinic that allowed Sacramento State to quickly offer vaccinations to employees. Dr. Stewart-James' proactive and thoughtful approach has been critical for decision-making and for responding to extremely difficult and dynamic situations. Dr. Stewart-James is a source of inspiration, hope, and constant care for everyone who works with her.