

FY 2015

Health Center SFAC Presentation



Program Questionnaire FY15



Student Fees Advisory Committee

Presenters:

Dr. Scott J. Spear – Executive Director/Chief Physician

Samantha Williams-Paul – Financial Coordinator

Kathy Fire – Executive Secretary

- 1. Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.**

The mission of the UH Health Center is assisting students in achieving their optimal mental and physical health and well-being. Along with the University of Houston Chancellor, the Division of Student Affairs (DSA) has made improving retention and graduation rates for transfer students into a university priority. Key to the success of that initiative is maintaining the health of each student on campus and the UH Health Center plays a vital role in this aspect of student life. Timely access to on-campus health services has been shown to be of significant benefit in keeping students healthy and better able to matriculate and achieve their academic goals. By providing high quality and accessible healthcare to UH students, the UH Health Center serves that critical function on this campus.

In an effort to contribute to student success, the Health Center has done many noteworthy things since the last SFAC presentation. As a result of student requests, we began offering appointments for visits to the General Medicine Clinic. This allows students to plan their health care visits around their schedules more effectively. Our dental service, which has been operational for the past two years, is now offering their excellent care four days a week. The dental staff continues to extend their scope of services to meet the needs of our patient population. For example, extraction of wisdom teeth is a service frequently sought by the young-adult age group and is now offered in-house at a savings to student patients.

Campus enrollment is at 40,759, of which approximately 8,000 students live on campus. Another 2,000 live in partnership housing. A campus of this size requires a facility that is able to support seeing 50,000-60,000 client encounters a year. The current physical structure is at or near capacity with the approximately 20,000 clinical encounters seen at present. To assure adequate physical space for healthcare services on campus, Vice Chancellor/Vice President for Student Affairs, Dr. Richard Walker, has appointed a Feasibility Committee to explore construction of a Health/Counseling/Career Center. The need to expand space for both the UH Health Center and CAPS is imperative so that both agencies are able to serve the patients seeking and deserving of our services. Each entity will retain its own senior management team, but combining services into one facility will enable coordinated care for students and optimize utilization of space requirements.

The Affordable Care Act will have an important impact on campus health services. Offering third-party insurance billing and coverage will be key to allowing more students to discover that the UH Health Center is an ideal location to receive care. The implementation of an electronic health record that is planned for 2014 along with the physical space expansion noted above will be critical to house and manage the increased healthcare services and providers that students attending a Tier One university expect, along with the academic and athletic prowess we strive to achieve and deliver.

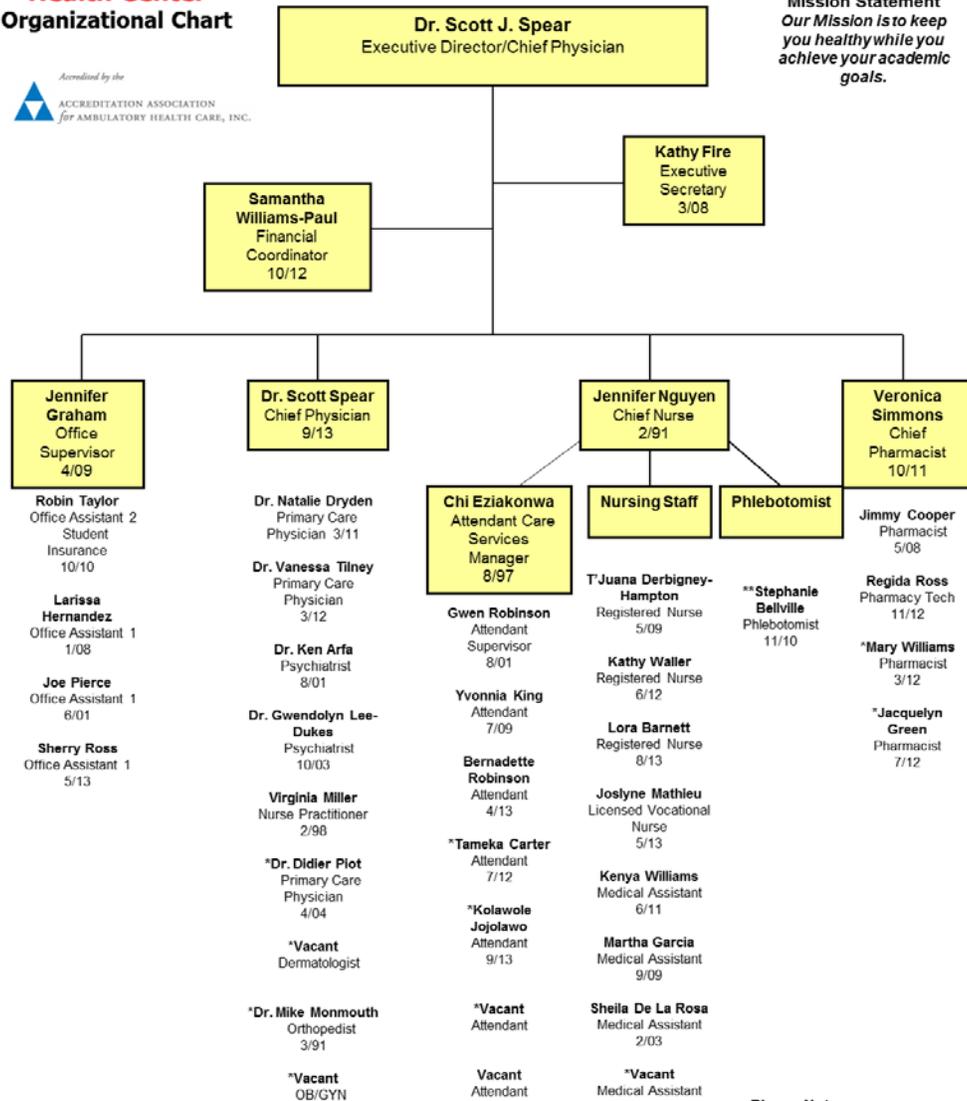
The student fees received by the Health Center enable students to see board-certified physicians who provide high quality primary care services. The student fee allows fees-for-service paid by those who are seen to be kept low to facilitate access to care by student community members. The continued availability of these revenues provides the foundation on which to build the UH Health Center of the future.

2. Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.

**Health Center
Organizational Chart**



Mission Statement
Our Mission is to keep you healthy while you achieve your academic goals.



Please Note:
 * = Non-Benefits Eligible Part-Time Employees
 ** = Staffed by Clinical Pathology Labs
 *** = Staffed by Soliant Healthcare
 9 part time employees
 30 full time employees
 11,789=Health Center Square Footage

Revised 10/10/2013/ksf

3. List your unit's strategic initiatives and action steps identified for the 2012-2013 academic year and cite the specific Division of Student Affairs Strategic Initiatives and University of Houston Strategic Goals to which they relate.

2012-2013 Strategic Initiatives:

DSA Initiative #1 - Create new opportunities for student success through learning, engagement and discovery

Health Center Initiative and Action Step:

- Partnered with an Advertising class in the College of Communications as a class project to create marketing strategies for the Health Center. The goal was for the students in this class to create marketing plans for the Health Center. Much of the information gathered has gone into new marketing strategies for the Health Center. These include frequent distribution of flyers to the residence halls, refrigerator magnets, signage, a revised website and exploration into the best use of social media.
- Developed a residential Student in Recovery Program with Student Affairs entities. A grant was received for funding to hire a director to oversee the program. A search committee has been organized and is in the process of collecting resumes to conduct interviews for the position.

DSA Initiative #2 - Actualize and leverage the fiscal, human, technological, and facility resources that enhance the student experience.

Health Center Initiative and Action Step:

- Followed AAAHC criteria to receive accreditation every three years by:
 - Maintaining credentials and privileges of medical staff; Continuing Quality Improvement and Quality Management Programs; Continue to follow protocols and guidelines for Pharmacy.
 - The medical staff is board-certified in primary care specialties and is duly credentialed and privileged. Maintenance of privileges requires a reappointment process every 2 years in order to assure that required licensing, continuing medical education and health requirements are met.
 - A Quality Management program was developed. It encompasses physician and nurse Peer Review, Safety (error and near miss analysis), and a Quality Improvement program. The Quality Improvement program has completed multiple studies looking at clinical and patient flow issues. Studies follow a ten point analysis which provides uniformity in our approach. Additionally, external benchmarking is used to continually maintain our goal of providing evidence based care.
 - The governance of the Health Center has been re-organized and revised. All Health Center Policies and Procedures have been revised and new ones were created to meet the requirements of AAAHC and to fit the needs of our Health Center and the student body.
- Updated policies and procedures to reflect changes in standards of clinical care based on best research evidence.
- Improved Pharmacy inventory management and guidelines by establishing protocol and guidelines for pharmacy clinic floor stock management.
- Enhanced customer service and improved patient satisfaction by attending trainings and workshops in related fields.

- Provided and collected patient satisfaction surveys to evaluate consumer concerns. The patient satisfaction survey use and analysis has been thoroughly revised. The Patient Satisfaction Survey has been updated and is available online or in a paper format. The Health Center will continue to use this tool and other ones aimed at capturing student input to most effectively assess patient satisfaction.
- Hired Dr. Scott Spear in September 2013 as Executive Director and Chief Physician who reports to Mr. Floyd Robinson, Assistant Vice President for Student Affairs – Health and Wellness. As a physician with extensive university health experience in management and client care, Dr. Spear is here to assist colleagues in the Division in the expansion of healthcare services for students and in the planning of a facility that will allow these services to be offered in a manner befitting a Tier One university.

DSA Initiative #4 - Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures.

Health Center Initiative and Action Step:

- Developed an assessment to evaluate our programs and services. We concluded that our Health Service programs did achieve their goals based on the majority of good and great ratings that our survey participants gave us. We had 327 overall survey responses out of the 7,646 unique patients that we saw from 9/1/2012 through 7/31/2013 for a 4.3% participation rate by patients.

	Rating Responses	Responses N/A or Non	Service Satisfaction Based on Rating Responses				
			Poor	Fair	Ok	Good	Great
			1	2	3	4	5
How was the check in process?	323	4	2.2%	0.6%	3.1%	22.6%	71.5%
How would you rate the way you were treated by the front desk staff?	325	2	0.6%	0.9%	4.0%	23.4%	71.1%
How would you rate the way you were treated by the Nurse/Dental Hygienist?	318	9	0.3%	0.0%	0.9%	8.5%	90.3%
How would you rate the Physician, Nurse Practitioner or Dentist on care provided?	303	24	0.0%	0.0%	0.7%	7.6%	91.7%
How would you rate the Physician, Nurse Practitioner or Dentist on time spent listening and answering questions?	307	20	0.0%	0.0%	1.0%	9.1%	89.9%
How would you rate the Physician, Nurse Practitioner or Dentist on explanation of treatment plan?	306	21	0.0%	0.0%	1.3%	7.8%	90.8%
Overall cleanliness and general appearance of the Health Center	322	5	0.0%	0.6%	0.6%	15.8%	82.9%
Overall respect for your confidentiality	319	8	0.3%	0.0%	1.3%	10.3%	88.1%
Overall satisfaction with your clinic visit	320	7	0.0%	0.9%	2.5%	12.8%	83.8%
If you used the pharmacy to day or previously, satisfaction with the services you received	223	104	0.0%	1.8%	4.5%	14.3%	79.4%
If you used the pharmacy to day or previously, overall respect for your confidentiality	223	104	1.3%	0.9%	3.6%	11.2%	83.0%
If you used the pharmacy to day or previously, clear instructions from pharmacist regarding you medication.	210	117	1.0%	1.0%	1.4%	11.4%	85.2%
If you used the lab today or previously, how satisfied were you with your experience in the lab?	90	237	2.2%	0.0%	2.2%	8.9%	86.7%

- Installed new Pharmacy QS/1 Software.
We enhanced overall Pharmacy services by implementing a new pharmacy management software system. In Fall 2012, the Student Health Center Pharmacy upgraded to QS/1's NRx Pharmacy Management System. NRx enhances a pharmacy's overall productivity with tools to simplify workflow, process prescriptions and provide the ability to use an automated inventory management system, which we are in the process of implementing. The system has an integrated Interactive Voice Response (IVR) system which now allows our customers the convenience of 24-hour access to request refills. The Point-of-Sale system improves both prescription and over-the-counter (OTC) inventory control with automatic reordering. The use of an electronic signature capture device allows us to track prescriptions checked through the register. The NRx system is compatible with several electronic medical records (EMR) systems and has many other features that can be implemented for future growth.
- Established Pharmacy quality improvement indicators, reporting, resolutions and training.
- In October 2013 the Health Center started offering appointments in General Medicine Clinic in lieu of walk-in only, which has long been sought by clients wishing to schedule their time more efficiently. Walk-in clients with urgent problems are able to be seen expeditiously.
- Provided affordable, high quality medical care by improving operational efficiencies.
- Participated in the divisional and campus wide recognition of outstanding staff members.

DSA Initiative #5 - Cultivate a collective identity that demonstrates a united vision.

Health Center Initiative and Action Step:

- Participated with Division of Student Affairs Marketing Manager regarding marketing of Health Center services. The Health Center uses the resources of the DSAES Marketing Manager to enhance our marketing tools and their effectiveness.
- Health Center representatives served on the Division of Student Affairs Marketing Committee. The committee allowed us a venue to network with other departments, exchange ideas and provide/receive support.
- Implemented the centralization of our website design. The Health Center website was reviewed and updated. The new Health Center website was formatted to the division's new standards and went live on December 3, 2012.
- Created a Health Center Facebook page. Action Step: The Health Center created a new Facebook page that went live on October 29, 2012 as a tool to communicate important topics and events to the UH community.
- The Health Center actively used the CoogNews to communicate information to the UH community such as Student Health Insurance, special events, and other important health topics.

DSA Initiative #6 - Create and engage in strategic partnerships.

Health Center Initiative and Action Step:

- Participated on the Tobacco Task Force to provide a healthy, tobacco-free campus for students.
- Collaborated with other departments on campus, such as: CAPS, Wellness Center, Student Housing and Residential Life, Athletics, City of Houston Health Department, the Texas Medical Center and the CDC to exchange information and resources to

- keep students safe and healthy during public health crises and other community-wide disasters so as to contribute to retention and academic success.
- Developed new and continued existing partnerships with division and academic departments to assist students with their individual and collective insurance/health center requirements. The Health Center strives to maintain and develop new partnerships within the UH community. We strive to ensure that students have access to the UH endorsed Student Health Insurance Plan information and that they understand their coverage, responsibilities and supports options. The Health Center actively provides speakers and material resources to orientation sessions and classes such as the International Student and individual College and Degree Plan orientations and meetings.

4. Discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps and their importance.

Free health screening events have traditionally been a way to increase awareness of UH Health Center services to the campus community and hopefully to increase detection of asymptomatic health problems on campus. These screenings have included cholesterol screening, HIV testing, clinical breast exam screening, and testing for elevated glucose levels that could indicate diabetes. Participation in these events has been assessed to make adjustments as indicated to our offerings and our marketing strategies for our future events.

In the 2012-2013 fiscal year we served 588 participants during our free Health Center screening events. The free screening initiatives will be evaluated in terms of which sessions produce sufficient detection of illness or abnormality as well as community-wide awareness of services to warrant continuation or expansion of that particular event in the future.

The Health Center will look to place more useful and engaging educational information on our website about our services and look to advertise in venues that students see as trusted information sources, including social media and student organizations. We want to be sure to use Health Center resources derived from student fees as efficiently as possible to market our services and to assist students in detection of important health conditions, such as HIV disease, diabetes, breast cancer and elevated cholesterol, as well as other key health issues for this population, including sexually transmitted infections, hypertension, clinical depression, disordered eating and sleep disturbances.

6. List your 2014-2015 Strategic Initiatives and Action Steps in priority order and cite the Division of Student Affairs Strategic Initiatives and University of Houston Strategic Goals to which they relate.

2014-2015 Strategic Initiatives:

DSA Initiative #2 - Actualize and leverage the fiscal, human, technological, and facility resources that enhance the student experience.

Health Center Initiative and Action Step:

- Actively participate in the Feasibility Committee meetings to develop facilities for health services at UH that benefit the physical and mental health needs of a Tier One university in the 21st Century. The UH Health Center is currently at its facility limits in terms of meeting the growing demand for health services on this campus. To add the desired additional services and providers will require a larger and more appropriately designed space to deliver health care to the UH community.
- Continue following AAAHC criteria to receive accreditation every three years by maintaining credentials and privileges of medical staff; enhancing Quality Improvement and Quality Management Programs; and by continuing to follow protocols and guidelines designed for the UH Pharmacy.
- Enhance customer service and improve patient satisfaction by attending trainings and workshops in medical, pharmacy and nursing fields related to the care provided.
- Continue offering, collecting and reviewing patient satisfaction surveys so as to facilitate changes that can improve client satisfaction with services and that can improve the patient experience at the Health Center.
- Continue to update policies and procedures as needed.

DSA Initiative #4 – Develop a culture of innovation and accountability in the redesign of Division policies, processes and procedures.

Health Center Initiative and Action Step:

- Implement acceptance of third-party insurance payers, in addition to the Student Health Insurance plan, so as to be in-network for students who may be covered under such plans. This would enable insured students to be covered for UH Health provider ordered tests, procedures, devices and pharmaceuticals that students must currently pay fee-for-service. This is likely to increase utilization of the Health Center by these insured students who may be using less accessible healthcare currently.
- Continue to enhance programs and services so as to meet the needs of the student customers.
- Continue to analyze utilization of Health Center services to enhance student health and success.
- Continue to provide affordable, high quality medical care by improving operational efficiencies.

DSA Initiative #5 – Cultivate a collective identity that demonstrates a united vision.

Health Center Initiative and Action Step:

- Participate with Division of Student Affairs Marketing Manager regarding marketing of Health Center services, particularly as it relates to the availability of third-party insurance billing when that is accomplished.
- Health Center representative serves on the Division of Student Affairs Marketing Committee.

- Enhance existing social media outreach regarding health promotion/prevention activities and services available to students.
- Actively participate in contributing information to CoogNews.
- The Health Center is represented on all Division-wide committees and participates in many divisional and university-wide activities that support the academic mission of UH and its student community.

DSA Initiative #6 – Create and engage in strategic partnerships.

Health Center Initiative and Action Step:

- Participant on the Tobacco Task Force to provide a healthy, tobacco free campus for students.
- Collaborate with other departments on campus, such as: CAPS, Wellness Center, Student Housing and Residential Life, Athletics, City of Houston Health Department, the Texas Medical Center and the CDC to exchange information and resources to keep students safe and healthy during public health crises and other community-wide disasters so as to contribute to retention and academic success.
- Continue to enhance existing partnerships with Division and academic departments to assist students with their individual insurance/Health Center requirements.

7. What are the other possible sources of funding available to your unit?

Development and Advancement activities are new to the entire Division and these are seen as critical to the future. We will be actively involved in fund-raising for a new facility by providing a Case Statement that buttresses the Advancement appeals that will be used with major donors. Third-party insurance billing will enable more students as well as faculty and staff to access services at the Health Center with coverage of their fee-for-service charges, but this does not substitute for the baseline services that the student fee provides.

Grants –

- Grant Participant –
 - SMART Cougars: Substance Use, Mental Health, and HIV/AIDS Risk Assessment and Testing. SMART Cougars will offer African-American and Hispanic students the knowledge and skills needed to live a healthy campus and community life with considerably less risk of HIV/AIDS and substance use. In addition, the program will leverage its resources to also impact HIV/AIDS and Substance Use Risks in the communities surrounding the University, improving campus-community relations. Collaboration with the University of Houston Graduate College of Social Work, Center for Drug & Social Policy Research.
- Completed –
 - Quit and Win. An NIH incentive-based smoking cessation program designed to help smokers quit smoking. Collaboration with the University of Minnesota.
- Completed –
 - Project EVOLVE. Enhanced Smoking Cessation for University Students. Collaboration with MD Anderson has terminated on August 31, 2012, with the anticipation that a similar grant will be forthcoming.
- Funding Not Awarded –

- Live RED-Breathe Free. CPRIT Prevention Micro grant designed to develop new smoking cessation programs for UH students and to update UH's on-campus tobacco policies.

8. Describe any services that are similar to yours and/or any overlap between your unit and other units.

Athletics

- We provide diagnostic testing, physical exams and treatment for athletes who are ill.
- We educate athletes in areas such as drug and alcohol use and abuse
- Serve as a medical resource for Athletics programs and staff members.

CAPS

- CAPS also provides mental health services, but they do so under a different treatment model that is complimentary to the medical model that psychiatry offers.
- Along with representatives from CAPS, Health Center physicians serve on the Conduct Assessment and Response Team that assists faculty, staff, students and the administration by providing information and assistance in dealing with aberrant behavior that disrupts the educational mission of the University. Health Center psychiatrists form an important pillar for CART at their scheduled sessions and other Health Center clinicians provide input as needed and help identify students at risk.

Submitted October 25, 2013