

STUDENT FEES ADVISORY COMMITTEE (SFAC)

FY2021 PROGRAM QUESTIONNAIRE

INSTRUCTIONS: *Please respond to all questions. Restate the question before providing your response. An electronic copy of your responses in PDF format should be sent to: SFAC Chair, in care of the Dean of Students Office, at wmunson@uh.edu by 1:00 p.m., Thursday, October 17, 2019. It should be noted that only electronic submissions will be considered. Only those requests submitted by 1:00 p.m., October 17, 2019 will be guaranteed full consideration.*

- 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.**

Our mission is to provide cost-effective, comprehensive, compassionate and quality primary medical care to all UH students so they can learn best health practices and maintain their focus on successful academic outcomes.

We manage beyond what is perceived as routine delivery of medical services. The leadership is actively involved in campus wide initiatives and contributes to the outreach to students.

We consistently educate our student body population and collaborate with other stakeholders regarding public health issues that could potentially impact the University of Houston.

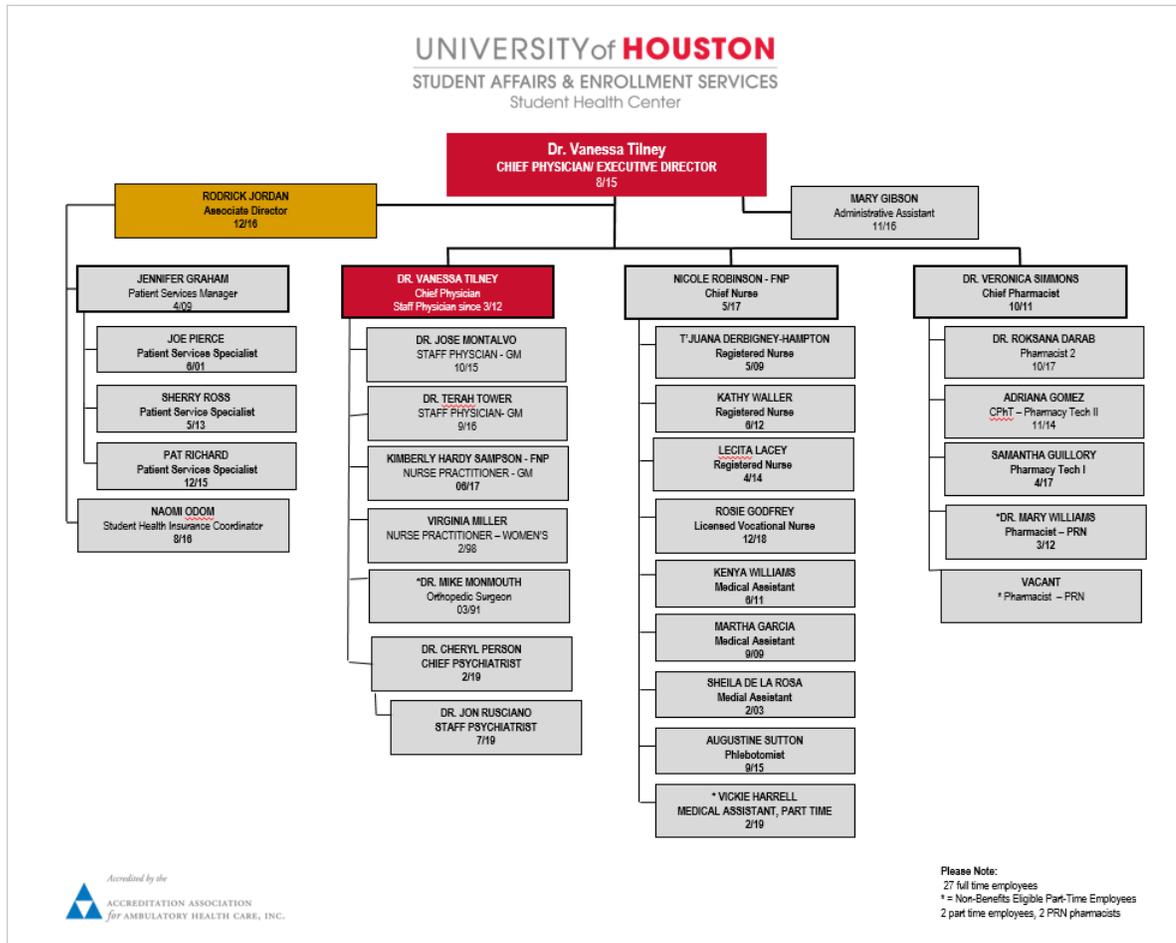
We work with student groups as well as other health & well-being departments to deliver our message. These include:

- The services we offer to enrolled UH students, staff and faculty.
- The level of quality care to be anticipated and types of services to be rendered at the visit as our medical professionals are licensed and maintain board certification in their respective specialties.
- Comprehensive general medicine, women's, men's, orthopedic, psychiatry, immunization and laboratory services offered.
- Our Campus Pharmacy offers a great selection of over the counter and prescription medications with competitive pricing. They accept a majority of insurances. Customized and efficient service delivered by experienced pharmacists and pharmacy techs.
- Our ongoing promotion of health literacy in an effort to sustain well-being in our patients.
- Our collaborative outreach events with other health and wellness departments which are year round.
- Our support with questions related to navigating health insurance as well as the health care system.

We, at the student health center, approach each patient as an individual with unique needs and take the emotional as well as physical wellbeing very seriously. We are constantly looking for ways to be good stewards of the student fee fund.

Although our provider to student ratio is well below the national average, we find ways to maximize our providers' schedules, so that we can accommodate and treat as many students as possible.

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.**



3. **List your unit's strategic initiatives and action steps identified for the 2018-2019 academic year and cite the specific Division of Student Affairs and Enrollment Services (DSAES) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.**

DSAES Plan: (http://www.uh.edu/dsaes/about/strategic_plan.html)

UH Goals: (<http://www.uh.edu/about/mission/>)

1. To increase marketing efforts by making changes to how the Student Health Center disseminates related information.

- a. This links to *innovation, transparency and accountability* in the DSAES values.
 - b. **Accomplished.**
 - c. We accomplished this goal after the web site analytics was collected and reviewed which allowed us to better understand our web site activity. This allows us to develop and implement more effective web pages based on the needs of the UH community.
2. To set-up a permanent icon on all students Blackboard logins that will house relevant student health information such as: insurance questions, general medicine and specific women/men health topics.
- a. This links to *collaboration, diversity, and innovation*
 - b. **Ongoing.**
 - c. Although the goal was to get an icon on Blackboard, we were redirected to the new My UH app that's available to all users on and off campus. We were able to meet with the IT team and convey our thoughts and they agreed that it would be easier and less time consuming utilize the My UH app instead. That suggestion allows us to get our content out to our targeted audiences and still accomplish our goals.

4. Please 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 as compared to others that you might pursue. Where data exist, discuss the number of persons and/or unique students served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data. If available, please provide program benchmarking data from comparable institutions.

Our electronic medical record (EMR) Point & Click allows us to generate operating and productivity reports when needed.

FY19 - The utilization numbers for periods 9/1/18 thru 8/31/19 show that we saw a total of **5703** unique patients but had **21,118** total visit/patient encounters.

Service Summary - Total Distinct Patients	
The report counts total distinct patients served for all visits, including all appointment and non-appointment visit types. Start Date: 9/1/2018 End Date (Inclusive): 8/31/2019	
Population	Patient Count
Total Distinct Patients	5703

Visit Count by Visit Type

returns the visit count and # unique patients by visit type over the selected date range.
 Start Date: 9/1/2018
 End Date (Inclusive): 8/31/2019

Type & Visit Type	# Unique Patients	# Visits
Appointment Visit		
Free Confidential HIV Testing	11	11
GM GYN VISIT	41	45
GM PHYSICAL EXAM	669	696
GM SAME DAY	1101	1319
GM TRAVEL	1	1
GM TRIAGE VISIT	71	76
GM VISIT	2971	5303
IMMUNIZATION	1042	1529
LABORATORY VISIT	547	694
NURSING CONSULT/QUESTION ONLY	36	37
NURSING VISIT	232	266
ORTHO VISIT	141	251
PPD	195	203
PSYCHIATRY NEW EVALUATION	363	373
PSYCHIATRY TRIAGE VISIT	7	9
PSYCHIATRY VISIT	452	1690
STI Screening Clinic	45	45
WH ANNUAL EXAM	112	112
WH BC FOLLOW-UP	2	2
WH SAME DAY	3	3
WH VISIT	1113	1640
Appointment Visit Total	5462	14364
Non-Appointment Visit		
ADMIN PHONE NOTE	230	290
GM RX REFILL REQUEST	23	23
MENS RX REFILL REQUEST	1	1
MISC NOTE	2240	4284
MISSED APPT NOTE	6	6
ORTHO RX REFILL REQUEST	1	2
PHONE	598	780
PSYCHIATRY ADMIN NOTE	68	83
PSYCHIATRY CHART REVIEW NOTE	30	30
PSYCHIATRY CONSULTATION NOTE	48	68
PSYCHIATRY HOSPITALIZATION REFERRAL NOTE	1	1
PSYCHIATRY MISC NOTE	295	603
PSYCHIATRY MISSED APPT NOTE	96	121
PSYCHIATRY PHONE CALL - REFILL REQUEST NOTE	234	488
WH RX REFILL REQUEST	4	4
Non-Appointment Visit Total	2794	6734
GRAND TOTAL:	8256	21108

FY18 - The previous period of 9/1/17 thru 8/31/18 we saw a total of **6053** unique patients but had total visit/patient encounters of **19,101**.

Service Summary - Total Distinct Patients - OpenChart v12.11 -

Parameters Dates Custom From 9/1/2017 To 8/31/2018

Service Summary - Total Distinct Patients

The report counts total distinct patients served for all visits, including all appointment and non-appointment visit types.
 Start Date: 9/1/2017
 End Date (Inclusive): 8/31/2018

Population	Patient Count
Total Distinct Patients	6053

Visit Count by Visit Type

returns the visit count and # unique patients by visit type over the selected date range.
 Start Date: 9/1/2017
 End Date (Inclusive): 8/31/2018

Type & Visit Type	# Unique Patients	# Visits
Appointment Visit		
GM GYN VISIT	12	12
GM PHYSICAL EXAM	667	701
GM SAME DAY	1366	1639
GM TRAVEL	1	1
GM TRIAGE VISIT	130	137
GM VISIT	2142	5501
IMMUNIZATION	1183	1655
LABORATORY VISIT	149	156
NURSING CONSULT/QUESTION ONLY	158	167
NURSING VISIT	361	446
ORTHO VISIT	116	174
PPD	84	84
PSYCHIATRY NEW EVALUATION	291	313
PSYCHIATRY TRIAGE VISIT	8	9
PSYCHIATRY VISIT	438	1623
WH ANNUAL EXAM	287	303
WH BC FOLLOW-UP	5	5
WH SAME DAY	2	2
WH VISIT	1047	1517
Appointment Visit Total	5829	14415
Non-Appointment Visit		
ADMIN PHONE NOTE	17	17
GM RX REFILL REQUEST	24	26
MENS RX REFILL REQUEST	1	1
MISC NOTE	1790	3158
MISSED APPT NOTE	5	5
ORTHO RX REFILL REQUEST	1	1
PHONE	382	511
PSYCHIATRY ADMIN NOTE	7	9
PSYCHIATRY CHART REVIEW NOTE	4	4
PSYCHIATRY CONSULTATION NOTE	14	15
PSYCHIATRY MISC NOTE	277	540
PSYCHIATRY MISSED APPT NOTE	161	204
PSYCHIATRY PHONE CALL - REFILL REQUEST NOTE	130	194
WH RX REFILL REQUEST	1	1
Non-Appointment Visit Total	2240	4686
GRAND TOTAL:	8069	19101

5. **Please discuss any budget or organizational changes experienced since your last (FY2020) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections.**

This past fiscal year, the chief physician/executive director worked hard on restructuring the SHC's Psychiatry clinic. Two positions were created and/or updated via leadership and HR support. These include a full time chief psychiatrist and a full time staff psychiatrist. Prior, we had two part time staff psychiatrists. We made this change to have the junior staff psychiatrist report to the chief psychiatrist who could then report to the executive director about the delivery and management of our mental health services. This improved chain of command helps the chief physician/executive director better manage the psychiatry clinic and student health center as a whole. The chief psychiatrist contributes to policy making and streamlining processes within the mental health realm on campus. She also participates in tabling events and on various committees including CART.

In order to recruit the best talent, we had to raise the compensation pay to match the competitive, regional average. At the previous levels, all of the applicants simply wouldn't interview for the position based on the feedback that we had received. As a result of having two physicians within the adequate pay range, more funds have been allocated toward salaries and benefits.

6. **If your unit concluded FY2019 with a Fund 3 addition to Fund Equity in excess of \$5000, please describe the conditions which caused the addition and provide a line-item identification of the budgetary source(s) of the addition (i.e. lapsed salary, conference travel, etc.)**

Two psychiatrists vacated their positions just prior to this fiscal year hence those salaries were not paid throughout the Fall of 2018, leaving behind a fund equity for FY19.

7. **Please list your 2020-2021 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Strategic Initiatives and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.**

1. Starting the process for the Student Health Center to accept 3rd party billing. (Innovation, Empowerment)

The Student Health Center will start the process of credentialing with the top five (5) insurance plans. They include Humana, United Healthcare, Aetna, Blue Cross & Blue Shield of Texas and Cigna.

2. Refining the ongoing process of accepting 3rd party billing. (Transparency, Innovation)

The UH Student Health Center after having initiated the credentialing process will refine the claim submission reimbursement cycle. Historically, the student

health center hasn't accepted 3rd party billing, so this billing aspect will be new and bring a change in business practices.

3. Maximizing 3rd party reimbursements. (Transparency, Innovation)

After having initiated, maintained and refined the 3rd party insurance billing process, the student health center will then market that this service is available and educate our students/parents as to how healthcare billing works. Many parents and by extension their students don't understand how healthcare billing/claim submission process works; therefore, there will be a learning curve for all parties involved.

8. Recognizing that the potential to generate additional Student Service Fee income for FY2021 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the new base budget and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5% in your total FY2021 base Student Service Fee budget request and provide a line-item explanation of where budgetary cuts would be made.

If the student health center had to reduce their SFAC budget by 5%, that would lead to a direct reduction in services offered. As SFAC funds a significant portion of the staff salaries here at the student health center, reduction in force would take place and our department's ability to accomplish our mission would be impacted.

9. What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.

Funding/reimbursement in healthcare is extremely complicated, so much so that larger clinics, hospitals have entire departments that are tasked with billing and billing problems.

We have an additional cost center that is the self-generating fund, which includes the fees patients are charged for encounters with the providers. The fees are varied in scale as the severity of the patients presenting illness may vary and the medical provider's decision making will influence outcome of costs (i.e. labs or imaging needed).

The purpose of the fees are a form of reimbursement that follows the fee for service model in healthcare funding.

We changed the student health insurance plan (SHIP) provider, within the last year, from Blue Cross & Blue Shield to United Health Care. This has facilitated a better working relationship.

The duration of this partnership is indefinite, as it is paramount that we partner with the student health insurance provider, which in this case is Academic Health Partners. They are the administrators of the SHIP plan which is covered by United Health Care.

10. Please describe any services that are similar to yours and/or any overlap

between your unit and any other unit(s) providing services to students and the rationale for the overlap.

The Student Health Center is currently one of six interconnected departments within the Health & Well-Being portfolio of the Division of Student Affairs and Enrollment Services. These departments include Counseling and Psychological Services (CAPS), University Health Services, Campus Recreation, UH Wellness, the Center for Students with DisABILITIES, and Cougars in Recovery.

We are all involved in contributing to student success via promotion and implementation of programs that lead to improvement in the nine dimensions of well-being.

NOTE: *The totality of your responses to these questions should give the members of the Committee a comprehensive understanding of the role and function of your unit(s). To the extent that your responses do not accomplish this, please revise them accordingly.*

Please send electronic responses (PDF format) to: Chair, SFAC
% Dean of Students Office
wmunson@uh.edu

10/2019