Health Center
Annual Report
September 1, 2015 – August 31, 2016

1. Department Overview –

The University of Houston Health Center offers an experienced team of health care providers and auxiliary services dedicated to the promotion of disease prevention, health maintenance, and wellness through education and treatment of the student. We are comprised of Board Certified Physicians, Nurse Practitioners, Pharmacists, Registered Nurses, Licensed Vocational Nurses, Medical Assistants and Administrative Staff. We offer affordable and accessible quality primary medical and mental health care. Housed within the health center is On Site Dental (Dent-Well) which offers a convenient service to the UH community. Oral health remains an important component of people's general well-being and enhances our preventive care efforts. Our Pharmacy offers prescription and non-prescription medications at competitive prices which are often lower than those at off campus pharmacies. Our services are available to all currently enrolled UH students. Faculty and staff members are able to receive general medicine, dental and pharmacy services at the UH Health Center.

We do offer a Student Health Insurance Program endorsed by and designed especially for the University of Houston. The Student Health Insurance Program provides our students a cost effective insurance plan option. This year, UHS Committee selected a new SHIP plan called Academic Health Plans offered by Blue Cross Blue Shield. The University of Houston strongly encourages all students to carry health insurance; however insurance is not required to be seen by our health care professionals.

The benefit of receiving medical care on campus is not only convenient but also desirable. The UH campus communities are welcomed to the Health Center for urgent and non-emergent medical needs. Health centers, in general, improve patient outcomes in the U.S. by increasing access to care, improving health and education outcomes, reducing health disparities and health care costs; therefore ultimately resulting in higher levels of satisfaction from the patient. Furthermore, the student health center model has been shown to reduce the use of costlier providers of care, such as urgent care settings and occasionally the ER and/or hospitals when a patient is deemed treatable by the HC provider or is in stable enough condition to pursue outpatient workup and treatment.

Despite their proven success, student based health centers have consistently faced challenges in securing adequate funding for operations and developing effective financial systems for billing and reimbursement; hence provision and maintenance of adequate staffing, supplies and expanded services can be a struggle. This will remain a challenge for our student health center as it continues to evolve within this paradigm of growing expectations and demands and limited student fee support.

The Health Center continually joins in collaborative efforts across the UH campus community to effectively meet the campus population health needs and concerns. We are able to contribute to the development of health improvement related programs with other health and wellness entities. We aim to ensure that our campus community has access to
immediate health care and health information advice for improving the quality of health on campus to complement our Tier One efforts.

2. Department Mission –

Our current Mission statement is “to keep you healthy while you achieve your academic goals.”

We would like to change our Mission Statement in the upcoming semester. One being considered is: “Our mission is to provide compassionate, culturally competent, comprehensive yet efficient, cost-effective and quality primary medical and psychiatric care to all UH students so they can learn best health practices, maintain their well-being and subsequent achieve academic success.”

3. Department FY17 Goals –

A. To provide health promotion, disease prevention, early intervention of illness and injury. Links to DSAES Strategic Initiative 1F, 2E, 5C. This goal and the associated department actions are in progress and Ongoing.
   i. Continue being involved in Healthy Coogs 2020 along with other Division and campus participants to raise the visibility and potential impact of this important campus health initiative. Ongoing participation in Health & Wellness committees and coalition efforts. DSAES SI 2B
   ii. Develop assessment plans to evaluate utilization and efficacy of free-screening event programs and services. Pending DSAES SI 4A
   iii. Participate with Division of Student Affairs Marketing Manager regarding marketing of Health Center services. Will be very important to strengthen within upcoming year especially with move to new facility in Fall 2017. Pending DSAES SI 5C
   iv. Participate in the Tobacco Task Force to provide a healthy, tobacco-free campus for students. Implemented. Focus is on enforcing this policy now and increasing the people’s level of awareness on campus. Completed DSAES SI 2B
   v. Promote and maintain the Health Center Facebook page in order to actively engage students in health promotion within the social media environment. Ongoing DSEAS SI 5B
   vi. Actively participate in contributing health promotion information to Coog News. Ongoing DSAES SI 2B

B. To provide health assessment and treatment in a timely fashion.
   Links to DSAES Strategic Initiative 2B, 4C, 6E. This goal is In Progress and Ongoing.
   i. Continue to analyze utilization of Health Center services to enhance student health and success. Specifically, measure utilization of the General Medicine Clinic before and after implementation of an appointment system. Pending DSAES SI 4A
   ii. Re-evaluate the scheduling program to better fit the needs of our patients while allowing the medical staff the time to provide optimal care. Ongoing. Adjust templates according to clinic flow. Work on improving customization of reports and templates for all clinicians at health center. Pending DSAES SI 2B
iii. Fully utilize Electronic Medical Records system to allow for best and most efficient documentation of patient visits by providers. **Completed.**  
*Optimize use of current EMR by giving providers refresher courses & routine training. DSAES SI 2B*

C. **To insure that the Health Center is providing accessibility to patients with our 24/7 automated Pharmacy services and improved efficiency.**  
*Links to DSAES Strategic Initiative 1D, 2E, 6E.*

i. Continue implementing more functionality of the Pharmacy QS/1 Software. *Chief pharmacist works closely with IT and vendor on a routine basis to update software and make sure systems are communicating.*  
**Completed DSAES SI 6E**

ii. Establish Pharmacy quality improvement indicators, reporting, resolutions and training. *Enhance communications with prescribers on more routine basis and share outcomes with staff and senior staff.* **Pending DSAES SI 2A**

iii. Movement of Pharmacy into acceptance of certain third party billing with LeaderNet and Caremark. **Pending DSAES SI 2B**

iv. Preparation for acceptance of credit card payments, starting 9/1/2016, at Pharmacy window to expedite departure after doctor visits. **Completed DSAES SI 2B**

D. **To determine optimal methods of outreach to the University of Houston community so as to enhance student success.**  
*Links to DSAES Strategic Initiative 1B, 4A, 5C. This goal is in Progress and Ongoing.*

i. Continue providing and collecting patient satisfaction surveys so as to assess patient needs and areas of deficiency. **Ongoing/pending DSAES SI 4a**

ii. Clarify assessment plan to evaluate programs and services. **Pending DSAES SI 4a**

iii. Create a survey and solicit responses from non-users of the health center to better understand reasons and hopefully be able to address those barriers which prevent them from seeking care at the HC. Future, **pending DSAES SI 4a**

iv. Develop new and continued existing partnerships with division and academic departments to assist students with their individual and collective insurance/health center requirements. Continue to support ISSSO with their international students’ inquiries re: SHIP and waivers. Initiate a concerted effort to update the main campus’ policy regarding these students’ mandatory insurance requirements and exclusions so that those offices involved have clear guidelines to follow and a consistent message to deliver each student. Future, **pending DSAES SI 6A**

v. Collaborate with other departments on campus to assure that students are aware of the screening events and resources, such as: CAPS, Wellness Center, Student Housing and Residential Life, Rec Center and Athletics. Early detection and intervention to manage these conditions has the potential to improve student retention and success. **Ongoing, pending DSAES SI 5C**
E. To provide high-quality health care services
   Links to DSAES Strategic Initiative 1F, 2B, 4C, 6E. This goal is In Progress and Ongoing.
   i. Continue following AAAHC standards. Successfully re-accredited with AAAHC in June 2015. Ongoing process to maintain and prepare for next visit in 2018. Completed and yet pending for future reaccreditation DSAES SI 2B
   ii. Maintain credentials and privileges of medical staff. Administrative Assistant to continuously update files of all employees. Completed and ongoing DSAES SI 2A
   iii. Continue Quality Improvement and Quality Management Programs. Encourage participation from those staff members interested in contributing QI studies.Pending DSAES SI 2E
   iv. Continue to update policies and procedures as needed. P&Ps reviewed and revised at annual Governing Body meeting and addressed as needed throughout the year. Pending DSAES SI 2B
   v. Enhance customer service and improve patient satisfaction by attending trainings and workshops in related fields. Push and allow for more professional development for staff at all levels. Pending DSAES SI 2E

4. Department Major Accomplishments –

   • UH Health Center Patient Web Portal (PWP) Utilization: Increased use of PWP (Healthy Coog) used for scheduling appointments from FY15 (182) to FY16 (1201) has allowed UH students to schedule appointments 24/7 making it easier to access appointments in the general medicine and women’s clinics. Statement: 659% increase in student usage of patient web portal to conveniently access services at the UH Health Center.
   • UHHC Increased utilization of health services, distinct visits by freshman and sophomore students - combined academic classes - increasing from 554 in FY15 to 955 in FY16. Statement: 172% increase in unique visits by earlier undergrad students’ shows accessibility to services that might aid in student retention and academic success over time.
   • UHHC Increased utilization of health services, distinct visits by freshmen, increased from 188 in FY15 to 281 in FY16. Statement: 149% increase in unique patient visits by freshman students might translate into better student retention and academic success due to accessibility to a service that may help student maintain focus. This would be in line with our mission.
   • UHHC Lab and radiology interface with Electronic Medical Records: both IT efforts successfully completed and has helped with improved workflow, productivity and quality of care in our clinics. Health Care Providers order labs, radiology tests, prescriptions and referrals electronically and should then be able to receive test results directly in the EMR system. The majority of clinical decisions are based on these test results, so interfacing of Clinical Pathology Laboratories and Houston Medical Imaging with Point and Click was important.
5. Utilization Reports –

A. Total number of unique, unduplicated clients

Table 1: Total unique patient visits, compared between years (all clinics, lab, nursing and dental)

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Total Unique Visits (&gt;1 visit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/01/14 - 08/31/2015</td>
<td>10,691</td>
</tr>
<tr>
<td>09/01/15 - 08/31/2016</td>
<td>9,926</td>
</tr>
</tbody>
</table>

B. Overall patient encounters (includes face-to-face with member of medical staff)

Table 2: Total Patient Visits, compared between years (all clinics, lab, nursing, pharmacy and dental)

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Total Patient Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/01/14 - 08/31/2015</td>
<td>26,912</td>
</tr>
<tr>
<td>09/01/15 - 08/31/2016</td>
<td>25,485</td>
</tr>
</tbody>
</table>

**Although total numbers appear less, the general medicine visits, GM same day, GM triage visits, GM physical exam and women’s health same day visits all increased within the past year. Health center also had one less psychiatrist and fewer men’s clinic during FY15-16.**

Table 3: Total Patient Visits by Department (09/01/2015 - 08/31/2016)

<table>
<thead>
<tr>
<th>Department</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Medicine Physician Visits</td>
<td>13141</td>
</tr>
<tr>
<td>Women’s Clinic Visits</td>
<td>2145</td>
</tr>
<tr>
<td>Men’s Clinic Visits</td>
<td>157</td>
</tr>
<tr>
<td>Orthopedic Clinic</td>
<td>227</td>
</tr>
<tr>
<td>Psychiatry Clinic Visits</td>
<td>1413</td>
</tr>
<tr>
<td>General Medicine Nursing Visits</td>
<td>3413</td>
</tr>
<tr>
<td>Dental Clinic Visits</td>
<td>1364</td>
</tr>
</tbody>
</table>
C. Free Screening Participation:

Table 4: Participants for Free Screenings by Patient Type (09/01/2015 - 08/31/2016)

<table>
<thead>
<tr>
<th>Free Screenings</th>
<th>Date</th>
<th>Students</th>
<th>Faculty</th>
<th>Staff</th>
<th>Visitor</th>
<th>Unknown</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>HIV</td>
<td>12/04/2015</td>
<td>93</td>
<td>0</td>
<td>18</td>
<td>4</td>
<td>0</td>
<td>115</td>
</tr>
</tbody>
</table>

D. Health Center staff participated in the following Outreach Activities (09/01/2015 - 08/31/2016)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Prowl Department Open House</td>
<td>Fall 2015</td>
</tr>
<tr>
<td>Take Back The Night</td>
<td>Fall 2015</td>
</tr>
<tr>
<td>International Orientation</td>
<td>Fall 2015 and Spring 2016</td>
</tr>
<tr>
<td>Cougar Resource Fair</td>
<td>Fall 2015</td>
</tr>
<tr>
<td>UH Family Weekend Open House</td>
<td>October 2015</td>
</tr>
<tr>
<td>UH Family Weekend Free Flu Shot Event</td>
<td>October 2015</td>
</tr>
<tr>
<td>Homecoming Fiesta Event</td>
<td>Fall 2015</td>
</tr>
<tr>
<td>International Law Students’ Orientation</td>
<td>Fall 2015 and Spring 2016</td>
</tr>
<tr>
<td>World Aids Day (Week long events)</td>
<td>December 2015</td>
</tr>
<tr>
<td>Free HIV Testing Day</td>
<td>December 4, 2015</td>
</tr>
<tr>
<td>New Student Conference-Spring</td>
<td>December 2015</td>
</tr>
<tr>
<td>Semi Colon (Suicide Awareness and Prevention) Event</td>
<td>Spring 2016</td>
</tr>
<tr>
<td>Law Center Resource Fair</td>
<td>Fall 2015 and Spring 2016</td>
</tr>
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Appendix – Accomplishments

A. Lab Interface
Clinical Pathology Laboratories and Point and Click Systems finally created the lab interface needed to improve transmission of lab results and reports to ordering physicians on actual EMR. Has reduced inefficiency and need to “track down” results at lab or with nurse.

B. Radiology Interface
Houston Medical Imaging and Point and Click Systems were able to complete the interface for our EMR so that we can receive radiology reports directly rather than via fax or mail. This has increased our efficiency in clinic.

C. Organizational Staff Meetings
Monthly Staff Meetings have been implemented at UH HC in order to allow for consistent communication and staff involvement in facility matters. These meetings have proved fruitful and will continue to be provided moving forward. UH Health Center’s first Staff Development day took place on August 5, 2016, and was deemed worthwhile by all.

D. Patient Satisfaction Rates
Patients took survey on iPads upon checkout. Survey closed after 8/18/2015 – 8/23/2016 period. 98.7% served would recommend our health center to others and satisfaction rates were > 94% in most instances (either satisfied or very satisfied with check in process, lab, nurse or provider care).

E. Recipients of UH DSAES Annual Awards on May 10, 2016
Chief Nurse, Jennifer Nguyen, received the Outstanding Professional Award of Excellence.
New Chief Physician/Executive Director received the Tier One Customer Service – Individual Award.

F. Staff named in research paper
UH researchers, Anupam Aich, Melissa Freundlich, Peter Vekilov and Weichun Pan published two articles related to sickle cell anemia in Elsevier and Wiley Online Library. They acknowledged our health center employees, Kathy Waller and Jennifer Nguyen, for their competent and expeditious assistance in the collection of blood from healthy donors while they were doing their research. The health center has helped with various research efforts by supporting professors who seek lab assistance on campus.

G. Student Health Insurance Program
Successfully transitioned into new SHIP with Academic Health Plans by BCBS.

H. AAAHC Reaccreditation
In summer 2015, an AAAHC site surveyor was at the UH HC to evaluate the facility for reaccreditation with the association. Senior staff worked with the surveyor to insure UH HC was satisfying all quality requirements for accreditation purposes. The Health Center has received reaccreditation for 3 years or until June 2018.
I. **Ongoing, effective use of our Electronic Medical Record system, Point and Click Solutions.**

The Health Center continues to pay for annual subscription to this EMR since its implementation. EMR has been used for two years now. The new system has allowed for a purely “paperless” system to promote more complete documentation, a higher quality of care and synergy of clinical and business processes. Patients maintain more autonomy in their health care by scheduling online, checking in at kiosks and communicating with provider via the PNC Program. Administrators are better able to track varying statistics and generate data from the provided reports.

J. **Pharmacy Mobile App**

Pharmacy has already offered a 24/7 automated prescription refill system. The mobile app works with both Apple and Android devices. Simple medication ordering by either entering prescription number or scanning the bottle is made feasible. It has proven to be successful for the past two years and overall, pharmacy provides better access to Health Center patients and vice versa.

K. **Patient Wait Times.**

Easily tracked by the EMR system, we are able to measure the time it takes for a patient to check in and be brought through to a patient room and initiate the encounter visit. Average wait times patients spend in the waiting room is under 10 minutes for all providers.

L. **Healthy Coog**

This patient web portal has been utilized more consistently between patients and their providers and could be contributing to higher levels of satisfaction due to a more direct line of communication and way to receive personal health information via a secure route. Also, gives patient the ability of 24/7 convenient scheduling and retrieval of immunization reports.