

# **2011**

## **Health Center SFAC Presentation**

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## **SFAC 2011 Executive Summary**

The Health Center being in the Division of Student Affairs, takes "Supporting Student Success" very seriously. Providing quality healthcare to those in need is just a part of our mission on campus. We must also be proactive in our approach and delivery of sound medical service. Yes, we can treat the patient once they are in our facility but we also want to do all we can do to keep ahead of any drastic outbreaks which could bring our campus to a halt. Our Health Center plays a vital role in the well being of not only our students but of the campus community as a whole. We heartily support student success as it is our responsibility to do so. It is also our desire.

Build it and they will come. Surely if it works for baseball it must be true in the field of medicine as well. To be honest, we have yet to build a new facility and still the patients come to us in increasing numbers. Trust me, no one is complaining about the increase in the number of patients we are seeing year after year. The concern that we as staff members have is a simple one. As we grow residentially, we want to be in a good position to render quality care to those who are dependent on us. Granted, we will always be largely a commuting campus but for those students who reside on campus, they should be afforded as many amenities as is possible to keep them here and healthcare is just one of them. Imagine in the future if ten thousand students reside on campus and chose to access health care. Imagine an outbreak taking place in even one residence hall on campus. Envision the majority of our residential students making the decision to go against the norm and opt to receive the yearly flu vaccine. Students deserve to be treated on the campus where they not only live but matriculate.

As we look to the future of the Health Center we must anticipate growth patterns which enhance and assure the success of all our students. To this end we continue to stay on target with accreditation goals. We anticipate having an education survey this December wherein we will invite members of the Accreditation Association for Ambulatory Health Care into our facility to ostensibly educate us as to what is good and what remains to be made better in anticipation for a full evaluation sometime late spring of 2012. We feel that accreditation is necessary for Tier One but equally important accreditation assures our patients that we are providing care that has been scrutinized and has passed thorough national standards.

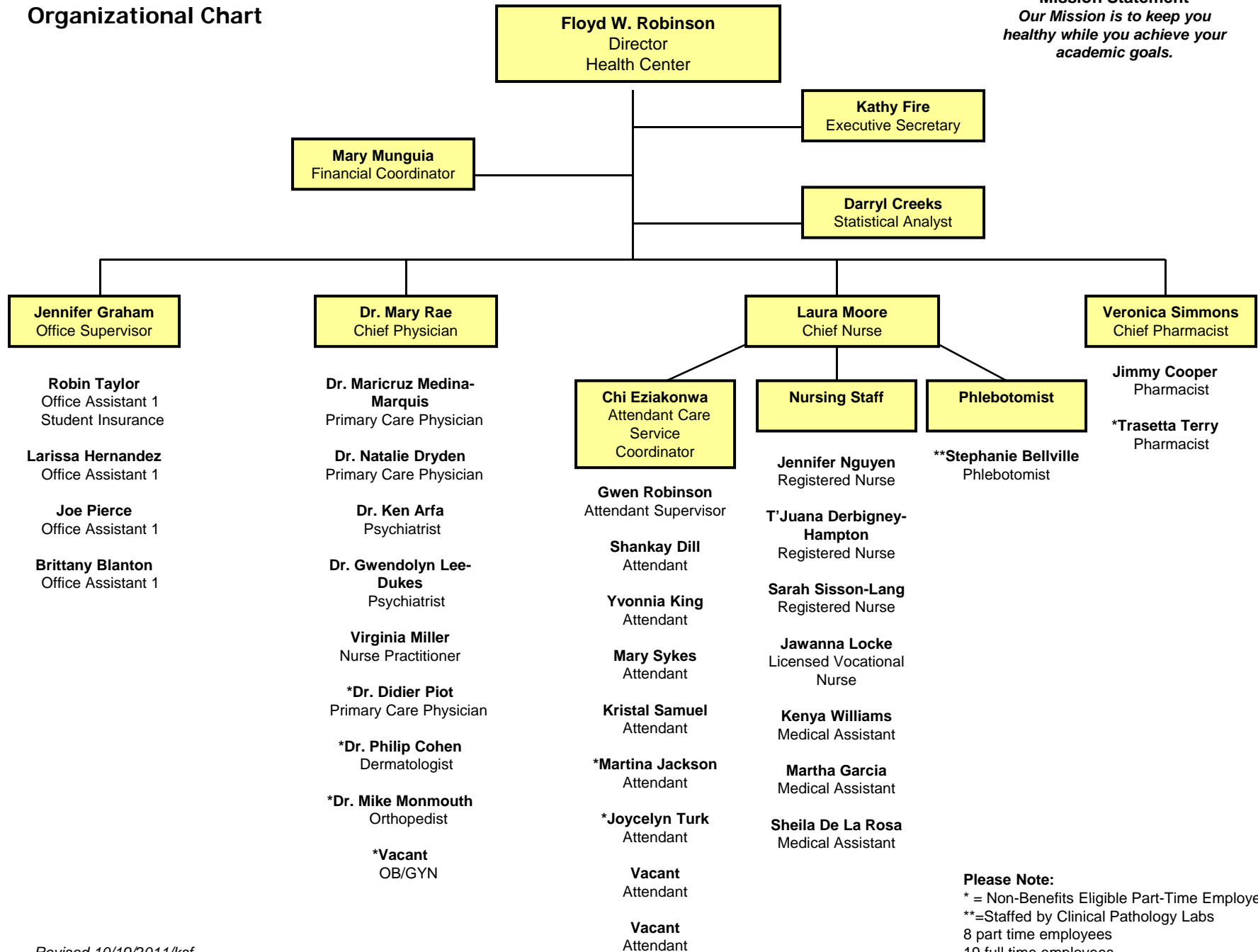
Marketing services within the Health Center remains a challenge. How do we get the word out to all who inhabit our university? Various and sundry means have been tried and we remain open to any and all suggestions. Clearly thousands know we exist but we want everyone to know we are here to provide care in the event it is needed. I just recently charged our Health Center Advisory Board to consider and discuss ways to achieve the goal of getting the word out to our entire campus community. Several marketing plans are already in place but until 100% know of our presence on campus, we have work to do.

Last May we opened a dental clinic within our facility. We are proud of the numbers we are seeing thus far. This service has long been desired by our students and they have responded favorably. Presently, the dental clinic is open two days a week with the ultimate goal to be operational five days. Again, it should be a given that all services should be accessible every day we open our doors. At this time we do not have the space or staff to accommodate all specialty clinics so we continue to best satisfy the demand the best way we can.

As health care reforms unfold in our country, we in the Health Center wait with bated breath. No one knows for sure what is going to happen but we do know we must be ready to respond quickly and in a positive manner. To that end, we are poised to implement third party pay, electronic medical records and appointments to see a healthcare provider. It is our intent to comply with whatever is mandated but more than that, we want to accommodate our patients. We can and will do so. "Supporting Student Success" is a charge we in the Health Center take seriously. We have a role to play and will do all we can to assure a healthy student.

# 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  
 8 part time employees  
 19 full time employees  
 11,780=Health Center Square Footage

Revised 10/19/2011/ksf

## **SUCCESS OF 2011-2012 OBJECTIVES**

### **Relocate Health Center**

The master plan is to bring the living space to 11,000 students in on campus housing. The need for a bigger facility is now more evident than ever. First time visitors to the Health Center are amazed at all of the services that we currently provide. However, our current facility is 50 years old or more. It is outdated and has been renovated in every way possible to reach our current status. There are many areas that could be streamlined and improved to better serve our students. In order to accomplish this, we need a new and larger facility. We will continue our efforts. We must continue our efforts if we are to provide adequate service to the increasing number of students.

*Health Center Director, Floyd Robinson, announced at the Division of Student Affairs Staff Meeting on October 7, 2011, plans to appoint a task force to explore a new health center. This announcement comes not a moment too soon. This is essential if we are to provide care to the increase in the number of enrolled students and the number living on campus.*

### **Accreditation**

AAAHHC (Accreditation Association for Ambulatory Health Care) is a national quality assurance agency which grants accreditation to ambulatory health care facilities. Accreditation represents recognition of clinical and organizational quality. This accreditation is sought after by a variety of health care organizations including most state university health centers in Texas and the nation. Areas addressed are patient care, patient safety, professional credentials, facility safety, risk management and administrative organization. An AAAHC team makes a site survey in order to make an assessment before granting accreditation for a 3 year period. Most of the standards assessed can be accomplished at the UH health center for a very small investment in much needed facility and equipment renovations and manpower dedicated to the updating of administrative policies and procedures and the establishment of an ongoing quality improvement system. The current timetable would put us on track to receive this prestigious accreditation by spring/summer 2011.

*The Health Center Chief Physician and Chief Nurse have been working diligently to meet criteria for Accreditation Association for Ambulatory Health Care. They have devoted hours in an effort to obtain AAAHC Accreditation. The majority of the work is complete. The hope is to schedule an education survey this December followed by the formal survey in the Spring of 2012.*

## **Increase Services**

We are in the planning stage of making dental services available to students. If all goes well, we hope to implement in early Spring 2011. Initially, our plan is to offer services one day a week. If there is an interest in these services, and we feel that there will be, we may increase to two days per week providing we can accommodate the service.

*After years of effort to bring this service to the University of Houston students, the Health Center is happy to report that Dental Clinic began May 2011. The clinic recently added a second dental chair. We currently offer dental care two days a week.*

There is a possibility of having a dietary intern available exclusively to the Health Center 5 days per week. This is a service provided by the UH Nutrition and Foods Program at no cost to the Health Center.

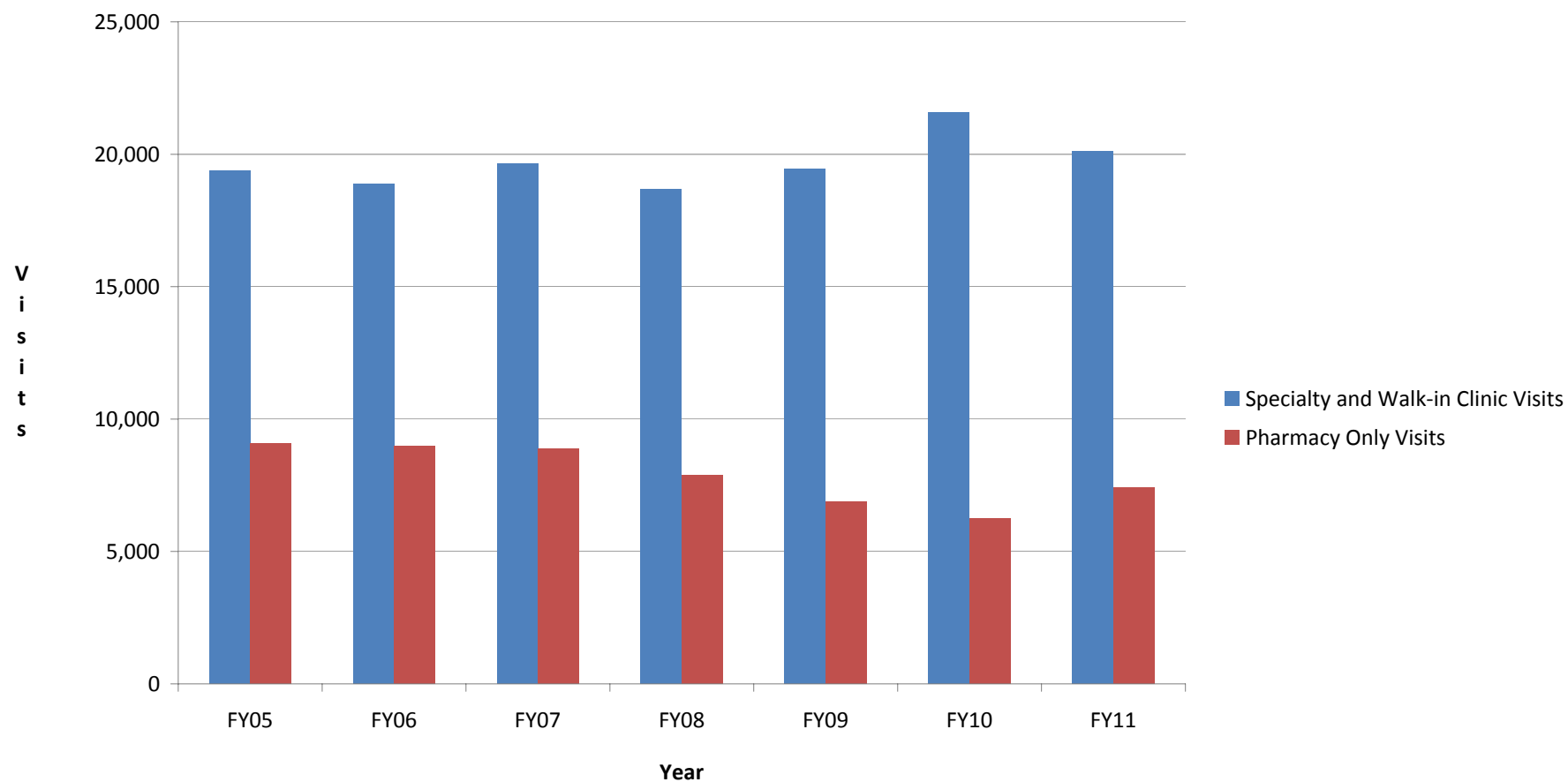
*UH Nutrition and Foods Program did provide an intern to staff our Nutrition Clinic. They continue to provide this service to our patients.*

## **Upgrade Pharmacy Computer System**

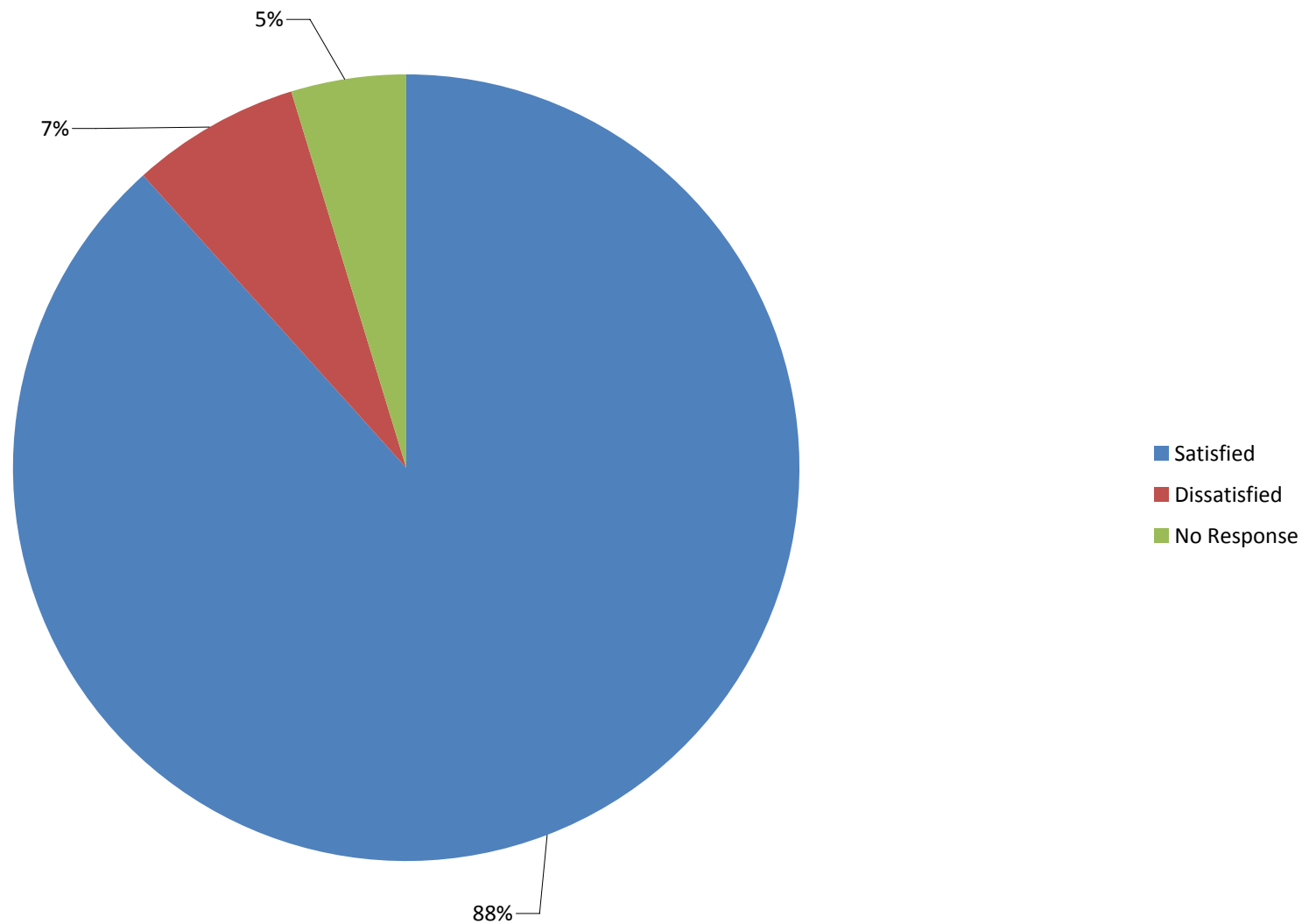
The increase in patient load has an impact on the Pharmacy Department as well. There is a need to upgrade technology wise. We are woefully behind in our pharmacy electronic system. Strange as it may sound, we are still doing manual inventory, pricing and purchasing.

*We are happy to report that we are very near installation of the new QS/I system. QS/I will enhance the Pharmacy profitability and productivity.*

## 7 Year Trend of Health Center Visits



**FY 2011**  
**Health Center Patient Questionnaire Overall Satisfaction Response**



## Samples of Satisfaction Survey Response

- The new girl in the lab is wonderful!
- Waited for 45 minutes
- Very thorough and helpful! Absolutely love this doc! (Dr. Marquis)
- Fantastic RN staff! ☺
- I come in for 1 lab test and have been waiting over 40 minutes for a nurse to get to me. Meanwhile, other people have come in before me and gotten in. The nurses were socializing behind me the whole time instead of working
- Good job! (Dr. Cohen)
- Nurse and doctor were very patient and made me feel comfortable (J. Nguyen/Dr. Marquis)
- Two hours wait, 45 minutes in room
- Nurse who administered my injection was very friendly
- No one introduced themselves. Doctor left door open while I was still in "gown" coverage. Nurse opened door with gloves on! I asked if she would change gloves. She said yes, but didn't.
- I absolutely love this clinic! The staff is exceptional and the services and cost are phenomenal! I don't know what I'm going to do when I graduate because this place is the best!
- It took almost an hour wait to get my TB skin test. While other students picking up lab results were in and out in less than 10 minutes. Just one nurse was working. Bad experience.
- Very professional. Appreciate the kindness and treatment. (J. Nguyen/Dr. Marquis)
- Wonderful assistance, very welcoming and positive attitude. (Dr. Dryden)
- Excellent service provided (Dr. Rae)
- Excellent service! (T. Hampton/Dr. Lee-Dukes)
- She is awesome! (Nurse Practitioner/V. Miller)
- Thank you and God Bless (Dr. Rae)
- I am extremely satisfied with the efficiency of this clinic. You are the best!
- Great service and medical care from the get go. Dr. Rae has really improved the health center tremendously since she took over. She cares about the students and went out of her way to request labs for me. The medical staff is well-trained, polite and informative. The lab technician was also competent. Overall I am incredibly satisfied. A huge change since coming here 3 years ago. Keep up the good work team!



## **2012-2013 OBJECTIVES**

### **Create taskforce to explore construction of a new Health Center**

On October 7, 2011, Health Center Director, Floyd Robinson, announced at the Division of Student Affairs Staff Meeting plans to appoint a task force to explore a new health center. As our campus grows, we must grow to accommodate the needs of our patients.

### **Develop a marketing plan to promote Dental Clinic as well as other Health Center Services**

2011 is the year of the Dental Clinic in the Health Center. We must continue marketing it to as many students as possible. For years, the Health Center has done much to promote our services; yet, when we ask students, do you know there is a health clinic on campus, the answer is no from some. We would like to tap the resources we have in our very own UH students to develop a marketing strategy.

### **Stay on target with obtaining accreditation for Health Center**

The Health Center Chief Physician and Chief Nurse have been working diligently to meet criteria for Accreditation Association for Ambulatory Health Care. They have devoted hours in an effort to obtain AAAHC Accreditation. The hope is to schedule an education survey this December followed by the formal survey in the Spring of 2012.

### **As our campus becomes more residential, the Health Center must accommodate for this change and be creative in delivery of services**

Examine structure and productivity of staff, general clinic and specialty clinics. Assess cost effectiveness of current utilization. How can we best provide services to our campus community? Will our delivery of care change in any way?

### **Move to a more qualitative format of reporting data**

Improve current patient satisfaction survey to obtain quantitative data. Schedule survey distribution in different Health Center service areas on monthly basis as well as target heavy UH trafficked areas to get necessary input and feedback regarding our efficacy.

### **Explore implementing appointment schedule for General Medicine**

Appointment schedule may increase patient satisfaction and improve quality of care. Medical staff workload can be equilibrated and would make staff scheduling much more predictable. This is a consideration as we look to provide more efficient service to our patients.

## **Electronic Medical Records**

Improve efficiency in Medical Records as well as medical staff. Eliminate need to increase space for medical charts. Interface with Pharmacy computer system. Improve reporting data. Decrease expenditure for office supplies. A national mandate has been issued and we must be in compliance by 2013.

## **3<sup>rd</sup> Party Billing**

3<sup>rd</sup> party billing will allow the Health Center to accept various insurance plans. This will make a visit to the Health Center even more affordable if patients can receive services and pay using an approved insurance carrier. Enhancing the student's success is our goal. The Health Center can help.

## **Explore fund raising**

Explore fund raising options through University Advancement Office. Target donations from UH alumna in healthcare professions. Funds would be utilized for maintenance and operations, Health Center improvements or funding new Health Center and its furnishings.

## **Move Attendant Care Services to campus**

Attendant Care Services provides care for our physically challenged students. These students are currently housed in Cambridge Oaks. The crossing at Wheeler and Cullen is not an easy maneuver and can prove difficult and dangerous. Crossing in a wheelchair with a Metro train running through the intersection is risky at best. With the proposed construction of the 2<sup>nd</sup> phase of Cougar Village, we are once again hopeful that consideration will be given to the physically challenged students currently housed off of the main campus.

## **Please describe any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap**

### **Animal Care Operations Department**

1. We do labs, immunizations and TB testing for Animal Care personnel
2. Serve as medical resource

### **Athletics**

1. We provide diagnostic testing, physicals and treatment for illness
2. We educate athletes in areas such as drug and alcohol use and abuse
3. Serve as a medical resource

### **Center for Students with Disabilities**

1. Attendant Care Coordinator serves as resource
2. Work with CSD for student accommodations

### **Counseling and Psychological Services (CAPS)**

1. Health Center Psychiatrists and psychiatric nurse serve as medical consultants and co-managers of total psychiatric care with Psychologists
2. Anxiety Screening, Eating Disorders Day National Depression Screening Day
3. Hospitalization for students

### **Dean of Students Office**

1. Speak at orientations for freshman, transfer students and parents to familiarize them of the services available at the health center and to provide information on student health insurance
2. Service as a medical resource

### **Distance Education**

1. Representative present at orientation to provide information on Health Center services and student insurance

### **Environmental Health & Risk Management**

1. Provide Hepatitis B Vaccine to all staff and students that come in contact with blood borne pathogens per Environmental Health & Risk Management Hep B program

### **International Students Office**

1. Speak at orientations for international students to assist in making a smooth transition into our country regarding health issues and health insurance
2. Conduct tours of Health Center to help international students familiarize themselves with health services available to them
3. Serve as information resource on health crisis
4. Develop policies and procedures to address health related crisis situations

### **Language and Culture Center**

1. Conduct tours of Health Center to help international students familiarize themselves with health services available to them
2. Assist in specifically designing health insurance plan for students
3. Serve as information resource on health crisis

### **Law School**

1. Speak at orientation to assist with student insurance enrollment and to market our facility
2. Psychiatrist speaks to incoming class regarding stress, depression and alcohol

### **Nutrition and Foods Program**

1. We utilize the students to provide a free Nutritionist Clinic to UH students while providing the program a learning ground for NFP student
2. Drug testing

#### Optometry

1. Optometry student volunteers assist at our Diabetes screening
2. TB screening
3. Required immunizations
4. Speak at orientation to assist with student insurance enrollment and to market our facility

#### Police Department

1. Medical resource for the department
2. Develop policies and procedures to address health related crisis situations
3. Police Review Board
4. National Night Out

#### Residential Life and Housing

1. Provide in-service to students in residential halls as requested
2. Serve as medical resource
3. Preparation and implementation of Immunization Requirement for H.B. 4189 mandate
4. Develop policies and procedures to address health related crisis situations
5. Breast cancer awareness

#### School of Pharmacy

1. Required immunizations
2. TB screenings
3. School of Pharmacy student volunteers assist at our Diabetes screening

#### Special Events

1. Cougar First Impression
2. Fall Family Week-end (Administer Flu Vaccine)
3. Well Woman Extravaganza

#### Students' Association

1. First Aid station at Frontier Fiesta
2. Talks on various health topics for students associations

#### Wellness Center

1. Health Fairs
2. National HIV Testing
3. World AIDS Day
4. National Depression Day
5. Resource
6. Referral Service
7. Take Back The Night
8. Women's Health Day

#### Women's Resource Center

1. Provide speaker for Women's Health issues
2. Red Flag Campaign
3. Breast Cancer Awareness
4. Take Back the Night

## **HEALTH CENTER OUTREACH – FY11**

### **Faculty/Staff New Hire Orientation FY11: 542**

Weekly presentation of Health Center services available to Faculty and Staff. This presentation also ensures that newly hired Faculty and Staff know about the Health Center services so that they can assist a student in need of locating campus health care.

### **Student Orientations/Events 63**

### **Free Screenings FY10:**

Breast Exam: 10/13/10 & 10/21/10	128
Diabetes: 11/12/10	143
HIV: 12/01/10	295
Cholesterol: 02/18/11	192
Diabetes: 03/25/11	161
HIV: 06/25/11	113

FY11 General Information

**Flu Vaccine Administered:**

406	Students
<u>235</u>	<u>Faculty/Staff</u>
<b>641</b>	<b>Total</b>

**Bacterial Meningitis Vaccination Records Processed for Housing:** 3203

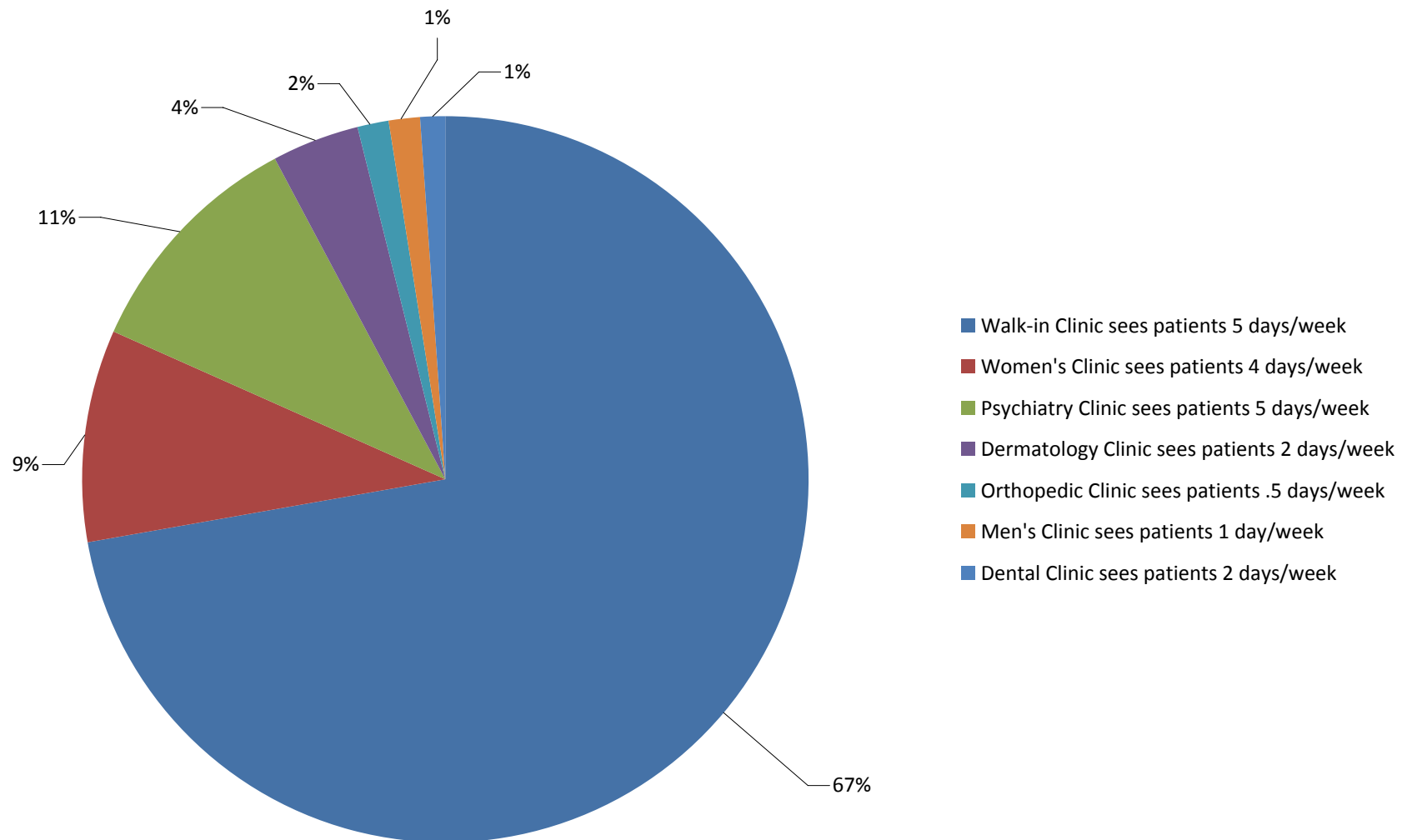
**Bacterial Meningitis Vaccine Administered:** 355

**Students Enrolled in Student Health Insurance:**

	<b>Fall 2010</b>	<b>Spring/Summer 2011</b>	<b>Summer Only 2011</b>
<b>International:</b>	2763	2675	67
<b>Domestic:</b>	992	765	40
<b>Language and Cultural Center Students:</b>	298	308	154
<b>Total:</b>	<b>4053</b>	<b>3748</b>	<b>261</b>

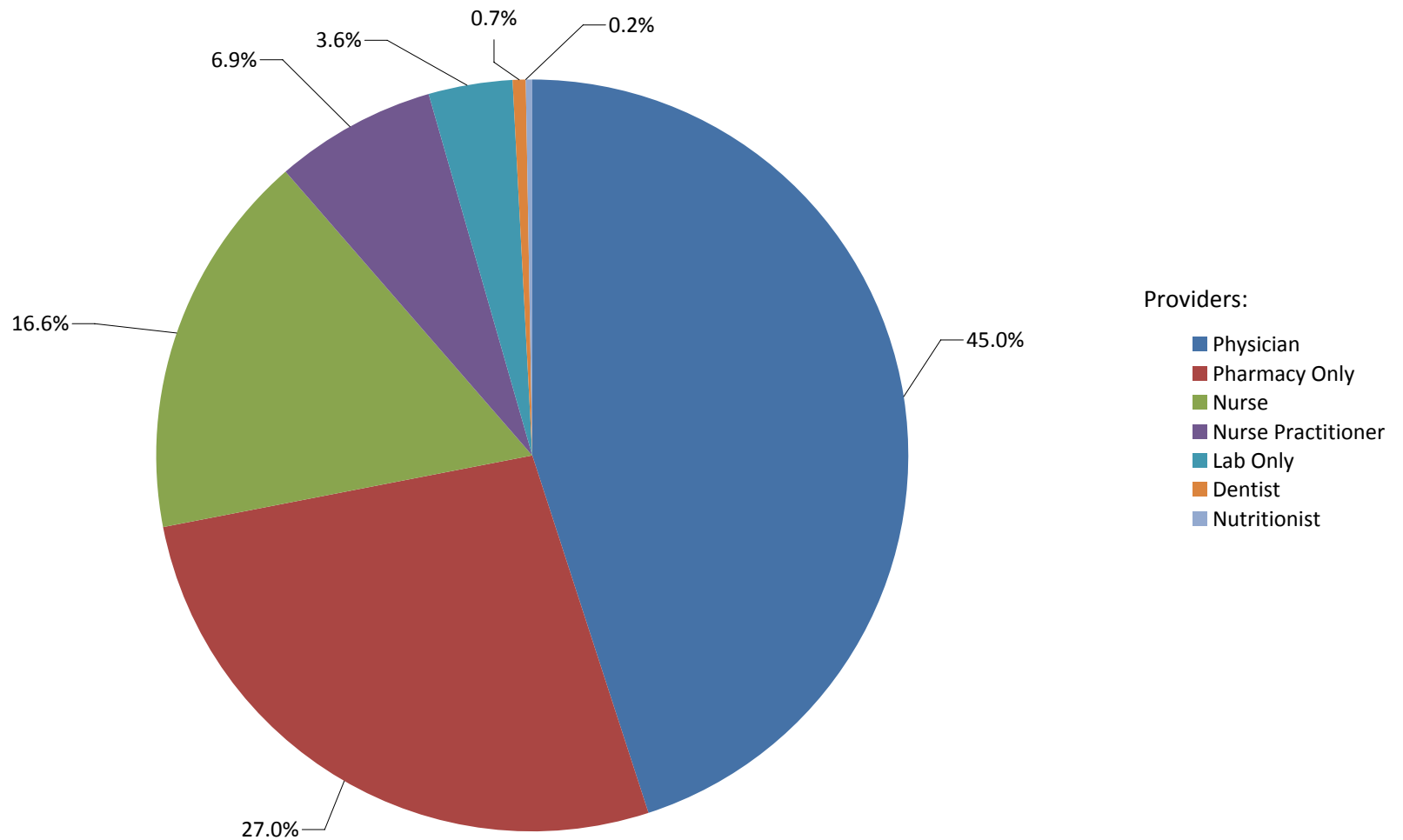
UNIVERSITY OF HOUSTON - MAIN	
2010/2011 Plan Year	
Sampling of High Dollar Claims over \$10,000	
DIAGNOSIS	NET PAID
SYNCOPE AND COLLAPSE	\$10,103.21
MILD HYPEREMESIS GRAVIDARUM	\$10,140.65
FRACTURE CLAVICLE SHAFT CLOSED	\$10,181.34
DYSPENSIA AND RESPIRATORY ABNORMALITIES OTHER	\$10,352.46
FRACTURE CLAVICLE CLOSED	\$10,450.67
LOWER LEG INJURY	\$10,688.42
IDIOPATHIC PROTOCOL	\$10,893.35
FRACTURE CLOSED WITH SUBARACHNOID, SUBDURAL AND EXTRADURAL HEMORRHAGE AND BRIEF LOSS OF CONSCIOUSNESS	\$11,165.26
SCHIZOPHRENIA CHRONIC WITH ACUTE EXACERBATION	\$11,706.45
SPRAIN ULNAR COLLATERAL LIGAMENT	\$11,823.37
HORSESHOE TEAR OF THE RETINA WITHOUT DETACHMENT	\$12,727.65
ANTENATAL SCREENINGS	\$12,749.21
CHEST PAIN	\$12,991.96
THORACIC SPONDYLOSIS WITHOUT MYELOPATHY	\$13,711.05
OVARIAN CYST	\$14,314.17
ACUTE APPENDICITIS	\$14,459.31
SUPERVISION OF NORMAL FIRST PREGNANCY	\$14,661.59
RECURRENT DISLOCATION OF THE SHOULDER REGION	\$15,470.24
ABSENCE OF MENSTRUATION	\$15,552.91
CONCUSSION WITH BRIEF LOSS OF CONSCIOUSNESS	\$15,589.51
POISON-BENZODIAZEPINE	\$15,799.93
ABDOMINAL PAIN	\$16,803.52
ACUTE APPENDICITIS	\$16,928.13
PNEUMONIA	\$17,084.60
FRACTURE SHAT OF FIBULA CLOSED	\$17,338.00
FRACTURE CLOSED TIBIA WITH FIBULA	\$19,327.17
CALCULUS OF GALLBLADDER WITH OTHER CHOLECYSTITIS	\$19,999.73
OPEN WOUND FINGER WITH TENDON INVOLVEMENT	\$20,659.13
ACUTE APPENDICITIS	\$20,679.79
FRACTURE LATERAL MALLEOLUS CLOSED	\$21,374.41
MENINGITIS NOS	\$21,501.00
FRACTURE CLAVICLE CLOSED	\$21,547.45
LUMBAR DISC DISPLACEMENT	\$22,984.86
SPRAIN CRUCIATE LIGAMENT	\$23,732.58
PRIMARY THROMBOCYTOPENIA	\$24,115.18
SPRAIN CRUCIATE LIGAMENT	\$24,606.59
GENERAL CONVULSIVE EPILEPSY	\$26,570.50
SUPERVISION OF HIGH -RISK PREGNANCY	\$28,859.40
VIRAL MENINGITIS	\$29,807.99
ABDOMINAL PAIN	\$33,073.21
ABDOMINAL PAIN	\$35,028.25
ABDOMINAL PAIN	\$35,555.19
PREGNANCY WITH HISTORY OF INFERTILITY	\$50,268.88
SUBDURAL HEMORRHAGE WITHOUT OPEN INTRACRANIAL WOUND AND WITH BRIEF LOSS OF CONSCIOUSNESS	\$56,752.00
APLASTIC ANEMIA	\$75,897.71
	\$946,027.98

## FY 2011 Health Center Clinic Utilization

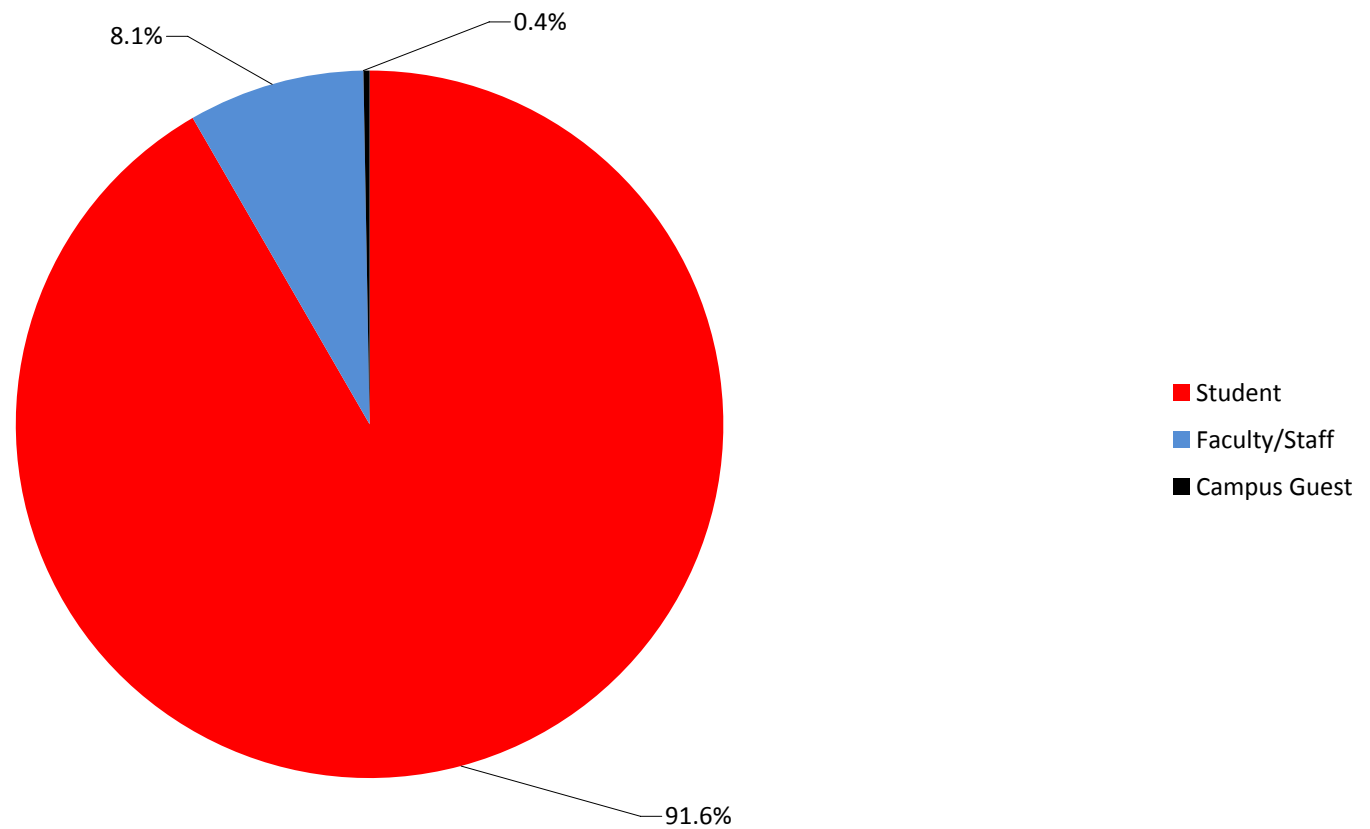




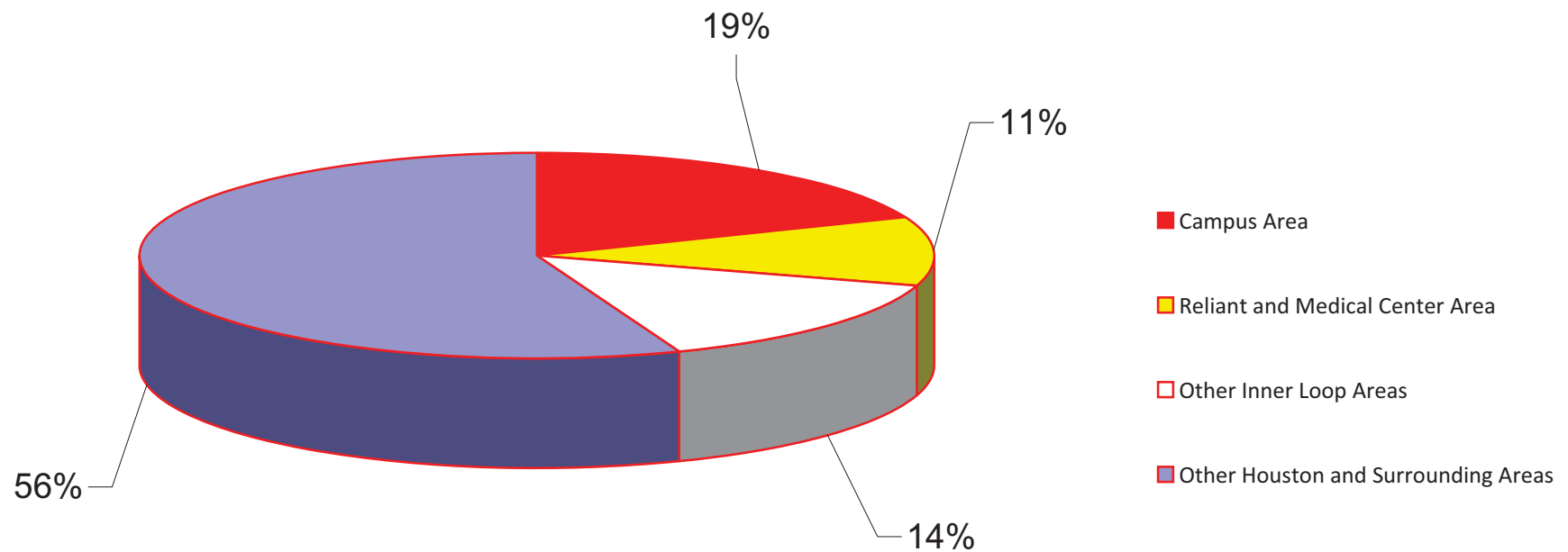
**FY 2011**  
**Health Center Primary Provider Service**



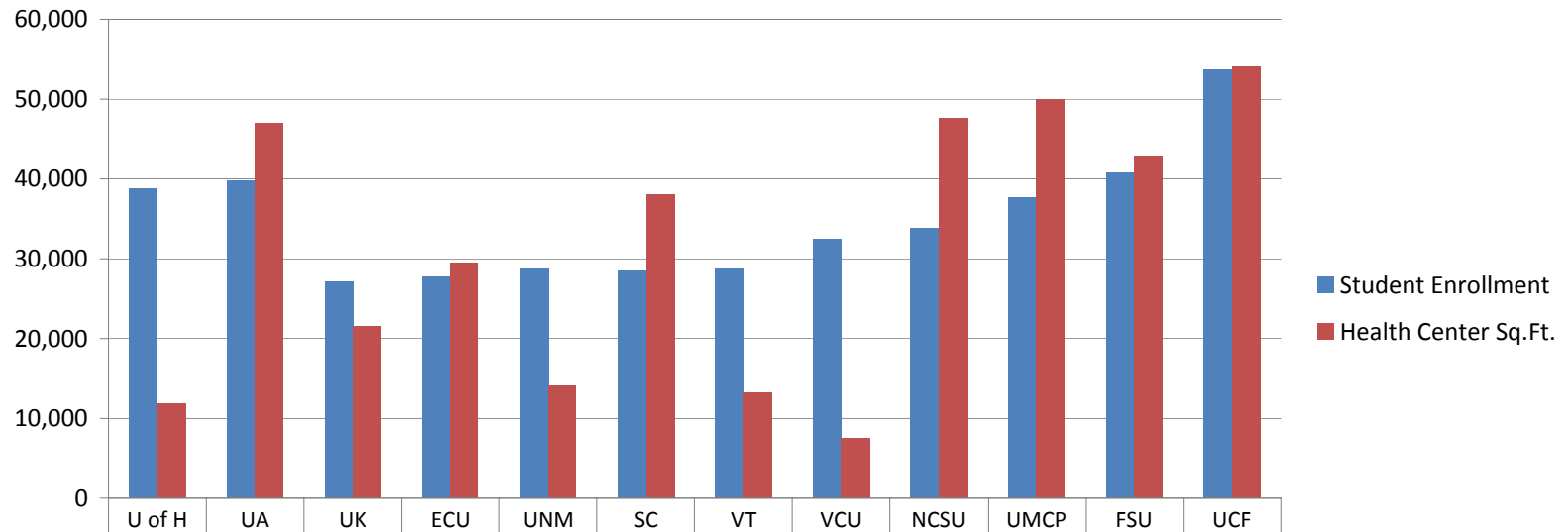
**FY 2011  
Health Center Patient Mix**



# FY 2011 Health Center Patients By Residential Location



## University Enrollment vs Health Center Sq.Ft.



Student Enrollment	38,750	39,806	27,171	27,782	28,757	28,460	28,687	32,436	33,819	37,641	40,838	53,644
Health Center Sq.Ft.	11,789	47,000	21,509	29,500	14,100	38,000	13,184	7,500	47,600	50,000	42,898	54,000

### Abbrev

### University

U of H	University of Houston
UA	University of Arizona
UK	University of Kentucky
ECU	East Carolina University
UNM	University of New Mexico
SC	University of South Carolina-Columbia
VT	Virginia Tech University
VCU	Virginia Commonwealth University
NCSU	North Carolina State University
UMCP	University of Maryland College Park
FSU	Florida State University
UCF	University of Central Florida

Source: FALL 10 Sunbelt Survey

The Health Center had a Ledger 3 Fund Equity balance:

The Health Center Student Service Fee Request Spreadsheet is a combination of SFAC monies (3049 cost center) and Self Generated Revenue (3056 cost center). The fund equity balance is from the 3056 cost center.

The Health Center gets a portion of the Student Service Fee. The portion is \$21.50 per student. Any remaining balance at end of fiscal year is moved to Fund Equity. As an Auxiliary Department, the Health Center is responsible for all building maintenance and major repairs. The fund balance is saved for any problems or improvements that may arise in the future.