

UH Health Center



FY19 SFAC Presentation



UNIVERSITY of **HOUSTON**

DIVISION of STUDENT AFFAIRS and ENROLLMENT SERVICES

UH Health Center

- Presenters
 - Vanessa Tilney, MD – Chief Physician/Executive Director of the UH Student Health Center
 - Rodrick Jordan, MPH – Associate Director of the UH Student Health Center

*DBA fiscal reporting assistance, Kim Barrow

UH Health Center

Mission

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 do this by offering high quality services from board certified physicians.
- We're accredited with AAAHC (Accreditation Association for Ambulatory Health Care)
- We offer General Medicine and Specialty clinics such as: Women's, Psychiatry, Orthopedics and Men's appointments.
- Multiple ways to schedule appointments including: Phone, in-person and web based <https://myhealth.uh.edu>
- Self-pay prices are kept competitive and often lower than the required co-pays of private insurance.
- The Student Health Insurance Plan (SHIP) is an optional low cost insurance plan that is available to all eligible UH students, that offers full coverage for doctor visits and labs.

Supporting Strategic Initiative: Student Success

- Timely access to on-campus health services is shown to be of significant benefit in *keeping students healthy* and better able to matriculate and *achieve their academic goals*
- UH Student Health Center provides these convenient and important routine medical services to students
- Collaboration with other UH DSAES departments to enhance student services and improve outreach on campus

UNIT SUCCESSES

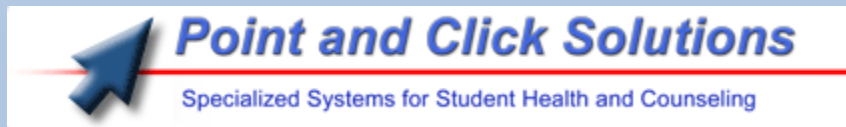
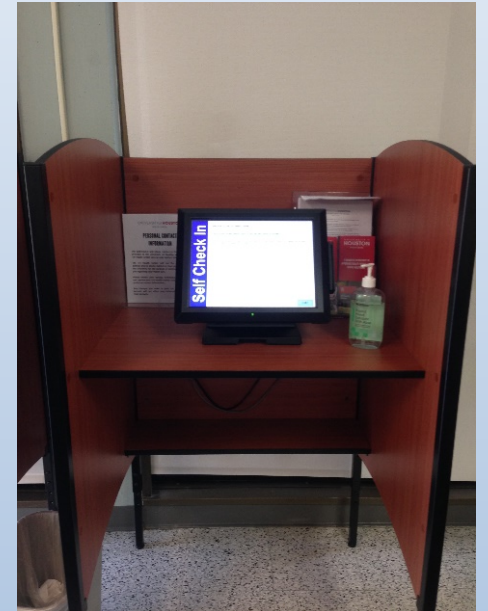
- Accomplishments
- Evaluative data to demonstrate success
- Ongoing progress
- Return on investment – value of programs and services
- Per student cost

Accomplishments

- Restructuring and hiring of various talent.
- Our outreach has increased significantly.
- We're fully staffed, which allows us to be more efficient with operations and patient access.

Accomplishments

- Self check-in kiosks.
- Pharmacy that is accepting most insurance plans (this allows us to see more students, faculty, etc)
- We now offer Friday hours in the Women's clinic, whereas before we didn't have this.



Point & Click (EMR) Benefits

- Healthy Coog

Web based student health portal allows communication between provider and patient. Students can schedule appointments online for GM or women's clinic.

September 1, 2015 – August 31, 2016	September 1, 2016 – August 31, 2017
1201 Online Appointments Made	1533 Online Appointments Made
8.2 % of all Appointments	10.3 % of all Appointments



- Secure messaging with Student Health Center staff for greater accessibility to professional advice after sharing of lab and/or imaging results
- Patient can retrieve immunization records as well

<https://myhealth.uh.edu>

Evaluative Data

- Consistent utilization of health center services by students despite inadequate staffing and turnover

Date Range	Total Patient Visits
09/01/2015-08/31/2016	25,485
09/01/2016-08/31/2017	27,474

Health Center Utilization

Unduplicated Client
Experienced at least
one clinical encounter
during fiscal year

FY 15-16 = 8,855

FY 16-17 = 8,713

Pharmacy

- Improved utilization and efficiency in their services
- QS1 interface with EMR - improved productivity
- Acceptance of credit card payments at their window
- Contracts with third party insurance companies

Response to third party billing

- Inadequate staff to pursue contracts which is a timely process
- Credentialing process
- Need more physicians and nurse practitioners to be able to see patients

Things to consider:

- Wait times could increase
- ? Bias
- ? Direction of health insurances with Affordable Care Act (ACA)
- Parents receiving explanation of benefits (EOB) with information regarding the kinds of treatment sought after (mental, sexual, substance related)

Patient Satisfaction Survey

Campus lab survey with total of 1653 respondents were surveyed, according to which service provided during visit showed:

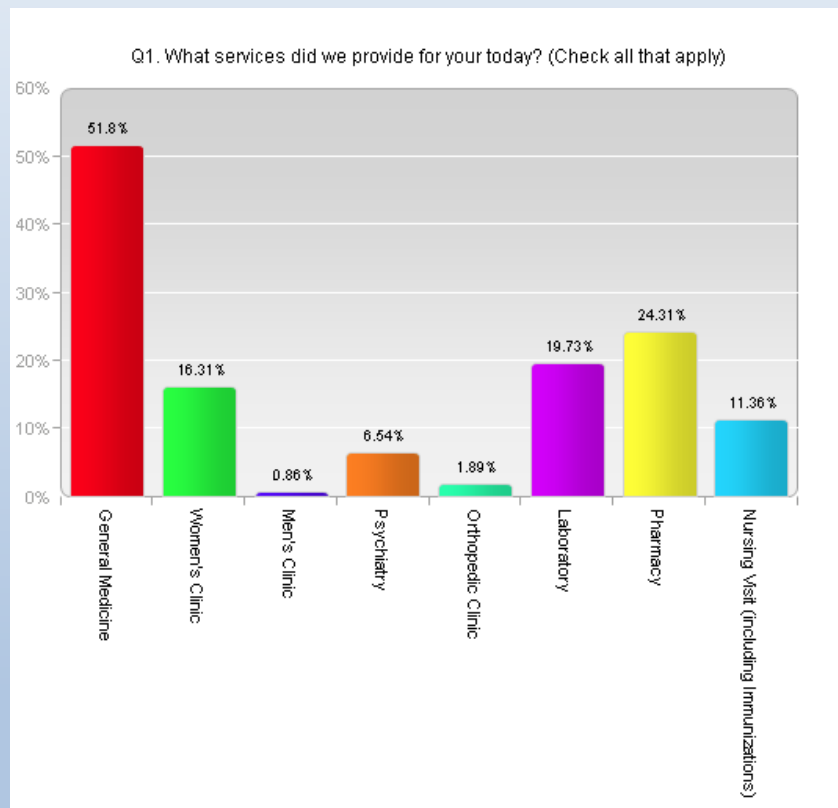
99.02 % of students would recommend using the UH Student Health Center to others

In total, > 95 % were satisfied or very satisfied with services performed.

Track results weekly and try to respond to those who leave contact information, if any concerns.

Patient Satisfaction Survey

- Types of visits



Unit Challenges

- Manpower, supplies, space
- Retention of professionals within a competitive market
- Staffing stabilization within the organization
- Marketing, future accessibility and maintaining visibility in new location
- Culture shift in approach to our work

Unit Needs

- Long term planning and strategy re: budget, marketing, outreach, improved services
- Nutritional counseling
- A case manager that can be a safety net to ensure all referrals, appointments are completed and does the follow through on these.
- Collaborative mental health services in this setting to look at shared medical records, enhanced communication.
- Investigate ways to expand services in general medicine, women's health and psychiatry to better meet the needs of UH students. See if any part time specialists can be added over time.

Benchmarking

- Other Texas State Universities:

Campus	Census	MD/DO	PA	NP	Director	Medical Director	Associate Director	Assistant Director
University of Texas	51,331	16	2	7	1	1	1	2
Texas A & M	66,425	16		4	1	1	1	2
Sam Houston State	20,477	4		3	1	1		
Texas State	38,694	7		4	1	1	1	4

Campus	Census	MD/DO	PA	NP	Director/ Medical Director		Associate Director	Assistant Director
University of Houston	45,322	2.5		2.5	1		1	

Importance of Student Fee

- Student fees received by UH Student Health Center:
 - Enable students to receive care from board-certified physicians who provide high quality primary care health services.
 - Allows fees-for-service to be kept low to facilitate access to care for students
 - Allows UH Student Health Center to move forward in the ever-changing healthcare environment and give students the best medical care

Return on investment

- Value of programs/services
- Free screening events
- Free flu shots during Family Weekend
- Our involvement in most, if not all, Health and Wellness events on campus
- Availability for professional advice and treatment

Goals

- Preventive screening
- Awareness programs
- Optimizing EMR use to obtain more quantitative data and maximize provider utilization
- Evaluate progression on quarterly basis

What's to come...?

- Increase in marketing and visibility at tabling events, NSO/ART orientations, collaborative efforts
- Budget management to increase staffing
- DSAES involvement at UHSL
- Adapting along with healthcare changes
- Drug price increases

What's to come...?

- New location by Spring 2018
 - Move to the second floor within the Biomedical Sciences Building 2 this mid-December
 - UH Student Health Center pharmacy and dental services will be located on the first floor
 - Relocation logistics: questions and factors to take into consideration now and ahead

Future Location

- Health & Biomedical Medical Sciences Building 2



End of SFAC FY19 Presentation

THANK YOU FOR YOUR SUPPORT AND CONSIDERATION

UNIVERSITY of **HOUSTON**

DIVISION of STUDENT AFFAIRS and ENROLLMENT SERVICES

Questions?

UNIVERSITY of
HOUSTON

STUDENT AFFAIRS & ENROLLMENT SERVICES
Health Center

