1. **Unit 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. We are comprised of Board Certified Physicians, Nurse Practitioners, Dentists, Pharmacists, Registered Nurses, Licensed Vocational Nurses, Medical Assistants and Administrative Staff. We offer affordable and accessible quality primary medical, dental and mental health care. Our Pharmacy offers prescription and non-prescription medications at competitive prices often lower than off campus. Our services are available to all currently enrolled students, faculty and staff. Faculty and staff members are able to receive general patient services at the UH Health Center.

We do offer a 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. 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 welcomed to the Health Center for emergency and non-emergency medical needs. Patients seen at the Health Center have lower health care costs than those served in other settings.

The Health Center continually joins in collaborative efforts across the UH campus community to effectively meet the campus population health needs and concerns and influence the development of health improvement related programs. 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 compliment our Tier One efforts.

2. **Unit Mission** –
“Our Mission is to keep you healthy while you achieve your academic goals.”

3. **Department Goals** –
   A. **To increase access to quality healthcare for students by expanding participation in the Student Health Insurance Plan as well as commercial insurance plans.** *Links to DSAES Strategic Initiative 1B, 2E, 5C. This goal is in progress.*
      i. Reviewed and revamped our marketing plan. Marketing responsibilities have been delegated to an employee who has time and vision to see projects through. Regular meetings with DSAES Marketing regarding new building signage and electronic advertising.
      ii. Hired Student Insurance Coordinator. This employee will take on all aspects of credentialing the UH Health Center with commercial insurance plans.
iii. Joined Be Healthy Co-Op and continuing to work with other University Health & Wellness departments to increase our visibility on campus.

iv. Launched 6 month survey on Health Center iPads through Campus Labs collecting information regarding insurance status of students. This will aid in choosing third party payers to credential with. Blue Cross/Blue Shield has resulted as highest utilized insurance carrier among students.

v. Process has started to credential with BC/BS of Texas in order to receive invitation to CAQH group.

These efforts are ongoing. Once we are credentialed with BC/BS, the process will move quickly to credential with other companies of our choosing. Completion will be realized by credentialing and acceptance of commercial insurances.

B. To contribute to student success and retention by increasing utilization of the UH Health Center by students with health concerns.

*Links to DSAES Strategic Initiative 1A, 4A, 4C. This goal is In Progress.*

i. Continue to analyze utilization of Health Center services to enhance student health and success. Weekly status reports are sent to VP of Student Affairs-Health & Wellness and HC Senior Staff.

ii. Same-day appointment protocol was evaluated and promoted with communication to Health Center staff to “not turn anyone away”. Patients are evaluated by member of nursing staff either on phone or in person.

iii. Added another General Medicine Provider on Wednesdays to assist with higher volume and to allow for more appointment options for students.

The completion of this goal is necessary to accomplish Goal C. We are performing comparisons between last year and this year’s volume. This goal will be adequately successful with a 20% increase in overall volume. We are closing the year with a 14.7% volume increase.

C. To construct a facility capable of housing the planned growth of the UH Health Center that will be required to serve a Tier One campus in the 21st Century.

*Links to DSAES Strategic Initiative 1D, 1E, 2B, 2E, 6E. This goal is In Progress*

i. Implementation of Point & Click Electronic Medical Records allows UH Health Center to stay current and accurate with trends in the health field. This allows staff to streamline their activities which leaves more time for access to quality health care for students.

ii. Show a positive trend of patient volume moving forward in order to justify our need for more space. Completed.

iii. See goal A. Credentialling with commercial insurance plans will allow for greater access and provide a desperate need for a new facility.

This goal will be realized with the authorization of a new building project. The ongoing efforts will lead to UH Health Center ability to adequately prove the need for a larger facility to house the increase in volume.

D. Increase utilization of measurable health initiatives, such as tobacco cessation and condom use to prevent STI's and unintended pregnancy.

*Links to DSAES Strategic Initiative 1B, 1D, 2E, 3B, 4A. This goal is in Progress.*

i. Used existing tools with new EMR system to track healthy initiatives.

ii. Added high risk behavior questions in general intake for all patients. This confronts HPV vaccine, tobacco use, personal history of ETOH use, etc.
iii. Increased our condom offers within facility as well as on campus during orientations and resource fairs.

iv. Participated in Health & Wellness weeks on campus with SGA and other Health & Wellness areas on campus. UH Health Center played an active role in Sexual Assault Awareness Week in Spring 2015.

v. Continued free screenings for HIV and explored option of other STI screenings due to change in current STI trends (i.e. Chlamydia/Ghonorrea).

This goal is new, as is the study of reports pertaining to this issue. We will continue this goal and analyze patient/provider utilization to help provide education for trending health issues important to students. This specific goal has been completed with the clinical staff adequately trained and using reporting tools for high risk behaviors.

E. To Provide high-quality mental health services that complement and augment those provided by CAPS.

*Links to DSAES Strategic Initiative 1B, 1E, 1F, 4B, 5D. This goal is to be started.*

i. Working in conjunction with CAPS to help bridge the gap in services rendered. Continue to promote referrals both to and from CAPS.

ii. Peer review chart audits to correlate with AAAHC re-accreditation and quality improvement. Completed

iii. Appointment reminders through EMR to decrease no-show rates and increase patient compliance. Completed

This goal has been completed with the implementation of appointment reminders. Peer Chart reviews are done in compliance with AAAHC standards.

4. Department Major Accomplishments –

A. Implementation and Utilization of Point & Click, Electronic Medical Records Program.

In order to high quality health care to the consumer, it was necessary for the Health Center to implement an EMR system. Setup for this was ongoing throughout the summer of 2014. EMR went live on September 2, 2014. The process has been ongoing and positive. Staff is adequately trained and proficient with the system. Work flow has evolved to allow for a more streamlined operation. Patients are able to have more autonomy in their health care, including the check-in process, referrals, and communication with their provider. The Health Center is able to better track varying statistics and projects through the provided reports.

B. Pharmacy Mobile App Goes Live.

To provide better access to Health Center patients, the pharmacy has implemented and launched a mobile app that works with both Apple and Android devices. This allows for simple medication ordering by either entering prescription number or scanning the bottle. The mobile app has been advertised throughout campus for fall 2014.

C. Patient Wait Times.

This is something that has never been able to be tracked by the Health Center. In the past years, the Health Center has received multiple complaints regarding the wait time to be seen. Due to EMR reports, this is now tracked. Since September 2, 2014, the average wait time the patient spends in the waiting room is under 10 minutes for all providers. This increases access and allows for ease in scheduling.

D. Emerging Health Issues Communication.
An outbreak of Ebola in West Africa was cause for alarm when a Dallas man tested positive and expired from the disease in Fall 2014. In conjunction with the UH Emerging Health Issues Advisory Board, Emergency Management, as well as CDC and state and local health officials, the Health Center was able to adequately plan for a potential outbreak as well as communicate with the University population about the facts and procedures regarding Ebola. Panic was diffused and students were kept informed to allow for a smooth transition out of immediate pandemic fears.

E. Healthy Coog Launch
As part of EMR system Point & Click, UH HC was able to setup Healthy Coog, a patient web portal that allows for secure communication with providers, 24/7 convenient scheduling and immunization report printing capability. This portal launches UH HC into the current electronic trends emerging in health care.

F. AAAHC Reaccredidation
On June 11\textsuperscript{th} and 12\textsuperscript{th}, a AAAHC site surveyor was at UH HC to evaluate the facility for reaccredidation 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 reaccredidation for 3 years or until June 2018.

G. Established 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.

5. Utilization Reports –

A. Total number of unique, unduplicated clients

Table 1: Total unique patient visits, compared between years

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Total Unique Visits (&gt;1 visit)</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/01/13-08/31/2013</td>
<td>7680</td>
</tr>
<tr>
<td>09/01/14-08/31/2014</td>
<td>10147 (24.3% volume increase)</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, including pharmacy and lab

<table>
<thead>
<tr>
<th>Date Range</th>
<th>Total Patient Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>09/01/13-08/31/14</td>
<td>19,331</td>
</tr>
<tr>
<td>09/01/14-12/31/2014</td>
<td>22,649 (14.7% volume increase)</td>
</tr>
</tbody>
</table>

Table 3: Total Patient Visits by Department (09/01/2014-08/31/2014)

<table>
<thead>
<tr>
<th>Department</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Medicine Physician Visits</td>
<td>13818</td>
</tr>
</tbody>
</table>
A. Free Screening Participation:

Table 4: Participants for Free Screenings by Patient Type (09/01/2014-08/31/2014)

<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>12/05/2014</td>
<td>52</td>
<td>0</td>
<td>25</td>
<td>0</td>
<td>0</td>
<td>77</td>
</tr>
<tr>
<td>HIV</td>
<td>06/26/2015</td>
<td>43</td>
<td>1</td>
<td>32</td>
<td>4</td>
<td>0</td>
<td>80</td>
</tr>
</tbody>
</table>

B. Health Center staff participated in the following Outreach Activities (09/01/2014-08/31/2014)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Prowl Department Open House</td>
<td>September 2, 2014</td>
</tr>
<tr>
<td>Take Back The Night</td>
<td>October 1, 2014</td>
</tr>
<tr>
<td>National Night Out</td>
<td>October 7, 2014</td>
</tr>
<tr>
<td>Cougar Resource Fair</td>
<td>October 8, 2014</td>
</tr>
<tr>
<td>UH Family Weekend Open House</td>
<td>Week of October 13-17, 2014</td>
</tr>
<tr>
<td>UH Family Weekend Free Flu Shot Event</td>
<td>October 17, 2014</td>
</tr>
<tr>
<td>UH Benefits Fair</td>
<td>October 22, 2014</td>
</tr>
<tr>
<td>World Aids Day (Week long events)</td>
<td>Week of Dec. 1-5, 2014</td>
</tr>
<tr>
<td>Free HIV Testing Day</td>
<td>December 5, 2014</td>
</tr>
<tr>
<td>New Student Conference-Spring</td>
<td>December 8, 9, 12, &amp; 16</td>
</tr>
<tr>
<td>Fed Up Documentary Screening</td>
<td>February 11, 2015</td>
</tr>
<tr>
<td>Law Center Resource Fair</td>
<td>March 6, 2015</td>
</tr>
<tr>
<td>Mental Health &amp; Wellness Fair</td>
<td>Week of March 9, 2015</td>
</tr>
<tr>
<td>Cougar Preview</td>
<td>March 21, 2015</td>
</tr>
<tr>
<td>Frontier Fiesta</td>
<td>March 26-28, 2015</td>
</tr>
<tr>
<td>Sexual Assault Awareness Week</td>
<td>Week of April 13, 2015</td>
</tr>
<tr>
<td>TUH (Teaching U Health) Fest</td>
<td>April 23, 2015</td>
</tr>
<tr>
<td>College Fair- Shriner's Hospital</td>
<td>April 23, 2015</td>
</tr>
<tr>
<td>UH Assessment Symposium</td>
<td>June 5, 2015</td>
</tr>
</tbody>
</table>
6. Assessment Projects

A. Utilization of Student Portal through new Electronic Medical Record Program
   a. Utilization of the student health portal (Healthy Coog) within the EMR will allow for the development of individual patient health initiatives.
   b. Data is assessed by tracking total portal logins, unique portal logins, and appointments made with online scheduling option.
   c. Completed

B. Quality & Patient Satisfaction to be increased utilizing EMR and streamlined operations
   a. Will show result of how implementation and use of EMR correlates with patient satisfaction scores.
   b. Data will be collected through Healthy Coog (Student Health Portal) bi-annually.
   c. Data is currently collected through Patient Satisfaction Surveys which have been moved to iPad accessible for increase participation.
   d. Not enough surveys collected to report data.

C. Increase Health Center utilization by UH Students
   a. Plan to increase patient volume by developing new strategies for penetrating UH student community. Completed. Patient volume up 14.7%.
   b. Compared current utilization data to historic data to show trend.
   c. Weekly current utilization data is presented to Executive Director. Comparisons are made bi-annually.
   d. Action items include increasing comparisons to monthly by end of May 2015. Completed
   e. Will also do annual benchmarking with comparable college health services.

D. Offer high quality clinical care
   a. Bi-annual peer chart review performed to demonstrate ongoing delivery of clinical excellence. Completed
   b. Focus on documentation of tobacco cessation counseling and condom usage in all clinical aspects of facility. Completed with new formatting to PNC

E. Student Health Insurance versus Commercial Health Insurance
   a. In order to demonstrate a need for acceptance of commercial health insurance to increase access to student community, a survey will be conducted regarding type of insurance coverage. Completed via iPads Spring 2015. BC/BS highest utilized company and networking contract in process.

Executive Summary: see Appendix
Health Center
Annual Report
September 1, 2014-August 31, 2015

Attachment Page 1 of 1
Appendices

Annual Report Executive Summary

Health Center Progress Card

Health Center Strategic Plan Mapping
Health Center
Annual Report
September 1, 2014 – August 31, 2015

Executive Summary

1. Areas for Continuous Improvement –

A. Growth and Opportunities –
   o Enhance marketing plan for Health Center with the assistance of the DSAES marketing team which represents all five Health and Wellness areas.
   o Continue to push for overall increase in total patient volume to secure the Health Center as the valuable asset to the University Community.
   o Explore the growth opportunity with UH-Cinco Ranch and UH-Sugarland to provide services to their campus community.
   o Continued and expanded partnerships with student groups on campus to promote and educate the student population.
   o Expand our presence on Facebook and other relevant social media to market Health Center services and to promote a healthy campus community.
   o Enhance funding opportunities and improve student access to Health Center services through third-party insurance billing.
   o Finalize assessment tools for all areas of the Health Center.
   o As more students live on campus, the Health Center may need to add more clinical staff to serve an increasing number of students utilizing the Health Center.
   o The current Health Center facility is unable to accommodate a significant increase in demand for services. Planning for a new facility to be combined with CAPS, Wellness and Career Center is in active development phase.
   o Continue to look at comparable university health centers to determine their successes and challenges when establishing our benchmarks.

B. Critical Challenges –
   o In order to recruit and retain high caliber staff, it is necessary to continue to bring the Health Center salaries up to market value. We compete with the largest medical center in the world for qualified healthcare personnel.
   o The Health Center offers unique services and resources to the campus and UH student community that serve to enhance student success. It is important to demonstrate the high value of dedicated, on-campus health services that are an active component of the Division of Student Affairs and Enrollment Services when confronted with attempts to out-source health care to for-profit vendors.
   o The effects of the Affordable Care Act have led more young adults to remain on their parents’ health insurance policies until the age of 26. This has resulted in college-aged students seeking care using their private commercial health insurance which the Health Center does not currently bill for services rendered. It will become more necessary to become contracted with and provide billing services with the most major third-party insurance companies in order to increase patient utilization in the Health Center.
2. **Budget/Fundraising/Grants –**

3. **Budget –**
   As an auxiliary unit the Health Center is limited in the amount received from student fees, which was approved for the 2014-2015 budget cycle by SFAC to be $21.50 per student per semester. This was the same amount that is being received for the 2013-2014 budget cycle. The amount of the Health Center annual budget that is received from student fees is $1,741,541.00. Additional revenue is received from fees for services, including visits, laboratory tests and pharmacy services. It is anticipated that the Health Center will be performing a review and application for revision of service fees in order to realize benefit of third party payer system. This would result in non-insured patients receiving a discount based on payment received in full on date of service.

A. **Fundraising –**
The Health Center staff have begun to provide information to Eddie Davis, the development officer for the Division, to assist him in fundraising activities for a new Health Center facility. We look forward to engaging in these activities as requested and coordinated by Mr. Davis.

4. **Committee Involvement and National, Regional, Local and Campus Recognition and Leadership –**
   **Committee Involvement and Oversight –**
   - Substance Abuse Prevention Committee – T’Juana Derbigney-Hampton, RN
   - Student Health Insurance Committee – Lindsay Barber, MSA, Jennifer Graham, Samantha Paul, Veronica Simmons, Pharm D
   - Division of Student Affairs and Enrollment Services Assessment Review Committee—Lindsay Barber, MSA
   - Student Health Insurance Waiver Committee – Jennifer Graham and Lindsay Barber, MSA
   - Eric P. Alexander Memorial Scholarship Selection Committee for Center For Students with Disabilities – Chi Eziakonwa
   - Emergency Operations Committee – Lindsay Barber, MSA
   - Emerging Health Issues Advisory Board – Lindsay Barber, MSA and Veronica Simmons, Pharm D
   - Health Center Advisory Board – Lindsay Barber, MSA, Kathy Fire
   - Institutional Compliance Committee Meeting – Lindsay Barber, MSA
   - Division of Student Affairs Professional Development Committee – Chi Eziakonwa
   - Division of Student Affairs and Enrollment Services Query Committee – Jennifer Graham
   - Division of Student Affairs and Enrollment Services Marketing Committee – Jennifer Graham
   - CART – Dr. Gwendolyn Lee-Dukes
   - Be Healthy Co-op – Lindsay Barber, MSA
   - Faculty & Staff Health & Wellness Initiatives Workgroup – Vanessa Tilney, MD, Lindsay Barber, MSA

   National, Regional, Local and Campus Recognition and Leadership –
UH Health Center partnered with the City of Houston Department of Health and Human Services in September 2014 as a strategically selected sentinel clinic for vaccine preventable diseases including influenza and rash illness surveillance.

Dr. Vanessa Tilney
- American College of Physicians member
- American Medical Association member

Dr. Veronica Simmons
- Member of the National Pharmaceutical Association (NPhA) – Office: Houston Area Secretary

Dr. Gwendolyn Lee-Dukes
- Volunteer for Spring ISD Teen Parenting Advisory Committee
- Quarterly meetings with Associate Dean of Pharmacy College to collaborate on patients, and thanks for referrals
- Provided seminars for psychology interns and doctoral candidates on Chemical Dependency issues
- Provided pre-test counseling for persons presenting for HIV testing

Dr. Ken Arfa
- Clinical Assistant Professor, University of Texas Health Science Center, Houston
- Lecturer, UH Counseling and Psychological Services
- Government affairs committee member, Texas Society of Psychiatric Physicians
- Past-president, Houston Psychiatric Society
- Jewish Federation Community Relations Committee, Domestic Affairs Chairman, 2011-
- Jewish Federation, accompanied Texas legislative groups to Israel on fact-finding mission
- Texas Medical Association
- Harris County Medical Society
- Texas Society of Psychiatric Physicians
- Houston Psychiatric Society

5. Student Governance –
Health Center Advisory Board Members -
Lindsay Barber, Health Center Member
Kathy Fire, Health Center Member
Dr. Nick Holdeman, Executive Director of the UH Eye Institution
Dr. John C. Joe Executive Director & Chief Physician (no longer employed)
Lorraine Reitzel, Faculty Member
Valerie Nguyen, Student Member
Yasin Shaika, Student Member
Khanh Ton, Student Member

The Health Center Advisory Board has met once a month during the long semesters of 2014/2015. Officers were voted in and revisions were made to the Bylaws and accepted by the Board.
6. Personnel Updates –
The Health Center has 25 full time employees and 9 part-time employees. Current open positions include a Full-time Medical Assistant and Staff Physician
   - New Staff Members –
     - Lisa Holloway, DO, Staff Physician—March 2015
     - Valerie Vazquez, Student Insurance Coordinator—February 2015
     - Adriana Gomez, Pharmacy Tech.—December 2014
     - John Joe, MD, Executive Director & Chief Physician –January 2015 (no longer employed)

7. Collaborations –
Animal Care Operations Department
   - Perform labs, immunizations and TB testing for Animal Care personnel
   - Serve as medical resource

Athletics
   - Provide diagnostic testing, physicals and treatment for athletes who are ill.
   - Provide lab tests and EKG studies for athlete screening physical exams
   - Educate athletes in areas such as drug and alcohol use and abuse
   - Serve as a medical resource

Center for Students with Disabilities
   - Attendant Care Coordinator serves as a resource
   - Work with CSD for student accommodations

Counseling and Psychological Services (CAPS)
   - Health Center Psychiatrists and psychiatric nurse serve as medical consultants and co-managers of total psychiatric care with Psychologists
   - Anxiety Screening, Eating Disorders Day National Depression Screening Day
   - Hospitalization for students with mental health crises
   - Students in Recovery

Dean of Students Office
   - Service as a medical resource
   - CART

Distance Education
   - Health Center representative present at orientation to provide information on Health Center services and student insurance

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

Language and Culture Center
- Conduct tours of Health Center to help international students familiarize themselves with health services available to them
- Assist in specifically designing health insurance plan for students
- Serve as information resource on health crisis

Law School
- Speak at orientation to assist with student insurance enrollment and to market our facility
- Psychiatrist speaks to incoming class regarding stress, depression and alcohol

Nutrition and Foods Program
- We utilize the students to provide a free Nutritionist Clinic to UH students while providing the program with a learning ground for NFP student
- Drug testing

Optometry
- Optometry student volunteers assist at our Diabetes screening
- TB screening
- Required immunizations
- Speak at orientation to assist with student insurance enrollment and to market our services

Police Department
- Medical resource for the department
- Develop policies and procedures to address health related crisis situations
- Police Review Board
- National Night Out

Student Housing and Residential Life
- Provide in-service to students in residential halls as requested
- Serve as medical resource
- Preparation and implementation of Immunization Requirement for H.B. 4189 mandate
- Develop policies and procedures to address health related crisis situations
- Breast cancer awareness
- Students in Recovery

School of Pharmacy
- Required immunizations
- TB screenings
- School of Pharmacy student volunteers assist at our Diabetes screening

Special Events
- Cougar First Impression
- Fall Family Week-end (Administer Flu Vaccine)
• Well Woman Extravaganza
• Week of Welcome Open House

Students’ Association
• First Aid station at Frontier Fiesta
• Talks on various health topics for students associations

Wellness Center
• Health Fairs
• National HIV Testing
• World AIDS Day
• National Depression Day
• Resource
• Referral Service
• Women’s Health Day
• Students in Recovery

Women’s Resource Center
• Provide speaker for Women’s Health issues
• Red Flag Campaign
• Breast Cancer Awareness
• Take Back the Night