

UNIVERSITY of HOUSTON

STUDENT HEALTH CENTER

FY2022 Program Questionnaire Student Fee Advisory Committee



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EXECUTIVE SUMMARY

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.

Maintaining health and wellbeing are primary drivers for academic success, and we meet this mission goal by providing industry leading quality of healthcare.

We are accredited through the Accreditation Association for Ambulatory Health Care (AAAHC), ensuring delivery of this quality to each student. We have been accredited since 2012 and are only one of 17 university healthcare centers in Texas to maintain this distinguished accreditation. Our clinical staff are board-certified in their disciplines and maintain certification through ongoing educational activities.

As a department within the Health and Well-Being portfolio we also support the mission to cultivate a community of care to promote and enrich the health and well-being of our students to become successful scholars and engaged global citizens.

We meet our mission by providing programs and services that focus on improving the health of our students and assisting them in developing skills to improve their well-being that can be continued long after graduation. Well-being skills are promoted throughout our social media platforms, on campus, and within the health center.

Services Available at the Student Health Center

- ❖ -Women's Health
- ❖ -Men's Health
- ❖ -Psychiatry
- ❖ -General Medicine
- ❖ -Immunization Clinic
- ❖ -Orthopedics
- ❖ -Laboratory Services
- ❖ -Pharmacy

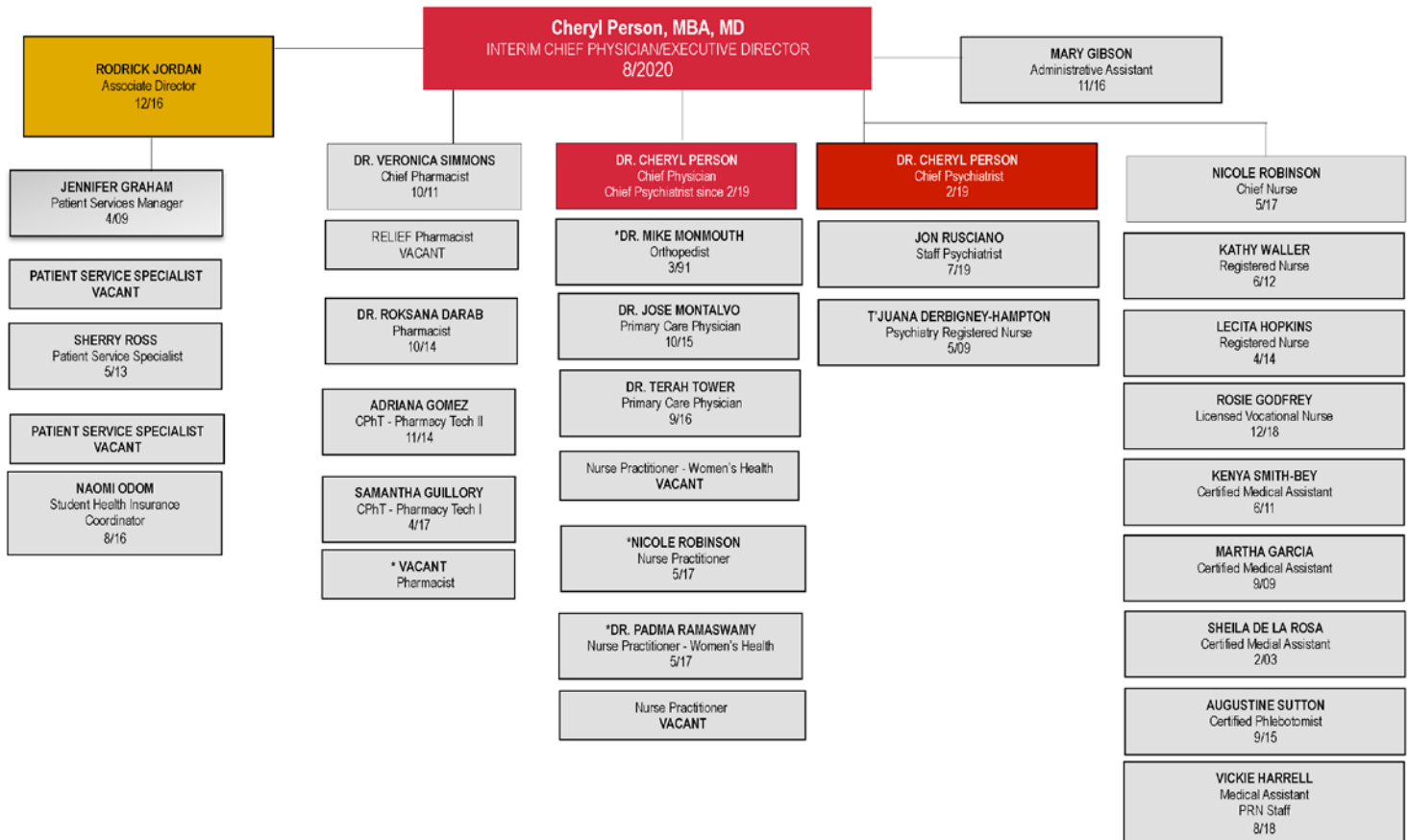
New Services as a result of nationwide COVID pandemic

- -on-site COVID testing for students, faculty and staff
- -Telepsychiatry and Telemedicine services

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ORGANIZATION CHART

UNIVERSITY of HOUSTON

STUDENT AFFAIRS & ENROLLMENT SERVICES
Health Center

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STRATEGIC INITIATIVES

INITIATE 3RD PARTY BILLING*Empowerment, Innovation*

Through continued **student (SGA) leadership** and advocacy, the Student Health Center now has a fully executed contract for a 3rd party-billing vendor.

Point and Click, which is also the Health Center's EMR provider, will provide billing and collection services for the Health Center. This seamless interface should assist in a smooth transition to 3rd party billing, and **effectively utilize resources**.

We accept 3rd party insurance for all COVID testing at this time. Due to pandemic related billing changes, we were able to **innovate** to meet the needs of our students.

We also accept 3rd party insurance for laboratory services if the insurance includes Quest Diagnostics as approved. While not reimbursable at this time, we adapted our resources to more **effectively utilize our resources**.

NEXT STEPS

Due to COVID related suspension of in person services and required human capital reallocations, we are now continuing our credentialing process for specific 3rd party insurance companies. We have selected five major carriers, and anticipate that we will be able to be credentialed in early 2021.

NEW INITIATIVES FY20-21

2020 has seen an unprecedented shift in needs and services throughout the university community. The student health center was able to pivot to meet these

	<p>rapidly changing needs. We have created new initiatives to meet these complex student health challenges: students exiting dorms with little advance warning, medication supply issues, continuity of care disruptions to name a few. Telemedicine, social media outreach efforts as well as newly created COVID-related services.</p>
<p>TELEMEDICINE <i>Effective utilization of resources</i> <i>Opportunities for transformation</i></p> <p>Assessment: Patient Satisfaction Surveys Utilization data</p>	<p>TELEPSYCHIATRY: We began offering this service the first day of the closure. We recognized the urgent need to support students who were dispersed throughout the state after leaving campus. From Amarillo to the Rio Grande Valley, students were able to seamlessly begin or continue their mental health services with HIPAA compliant video-conferenced capabilities, improving students sense of belonging to the UH community. We believe that telehealth services are transformational for UH and will continue to be an active offering, even after the pandemic concludes.</p> <p>TELEMEDICINE: After initial research on best practices for primary care, the health center also initiated telemedicine services for our students. We manage many primary care needs using the telemedicine platform. Now that the fall semester has begun, we utilize both telemedicine and in-person services for our students.*</p> <p>PHARMACY Transferred existing prescriptions to alternative pharmacies. Initiated curbside service during partial closure and continue to provide innovative services.</p> <p>LABORATORY SERVICES team was able to transfer laboratory orders to our community partner laboratories that remained open during the pandemic.</p>

	<p><i>*Hurricane Laura confirmed our new capabilities; instead of full closure of the Health Center due to hurricanes as was necessitated in the past, we moved to our telehealth platform seamlessly, continuing to meet the needs of our students.</i></p>
<p>SOCIAL MEDIA OUTREACH EFFORTS <i>Opportunities for transformation, division partnerships, community partnership</i></p> <p>Assessment: Social Media Analytics</p>	<p>In addition to in person outreach activities*</p> <p>We produced and posted 26 medical videos on the following topics:</p> <p>HEALTH AND WELL-BEING TOPICS</p> <ul style="list-style-type: none"> • A word from our Chief Physician • Staying active at home • Social media coverage and COVID-19 • Anxiety, when is it normal • Mental health minute • Tips on hydration • Gut health • Organizing your healthcare visit • Tobacco cessation • Medication tips • Ways to increase fruits and veggies • Healthy Coog check-in <p>MEDICAL TOPICS</p> <ul style="list-style-type: none"> • Acne • Testicular torsion • Low testosterone • Allergic conditions • Food borne illness • Neck mass • Osteoporosis • Headaches • Ovarian cancer • Cholesterol testing • Amenorrhea • Kidney stones • Pink eye • Eczema
<p>COVID-RELATED SERVICES Medical Evaluation</p>	<p>COVID TESTING FOR STUDENTS our highly skilled general medicine team is</p>

<p>COVID-19 diagnostic test Management</p> <p><i>Community partnerships, campus partnerships, holistic well-being</i></p>	<p>able to coordinate a telemedicine visit to evaluate symptoms that may be related to COVID. If required, the clinic will then refer to our in-house COVID testing, primarily completed same day. We then communicate positive results to our COVID tracing coordinator so that early contact tracing can begin. We were able to develop resources and communicate with our community partners creating a safer campus environment.</p> <p>FACULTY/STAFF The health center recognized early that the well-being of students would also require the health of faculty and staff. In order to remove any barriers to identification and treatment of COVID, we have included faculty/staff in our COVID testing clinic. We will test any faculty/staff member who has been exposed to COVID or becomes symptomatic on campus. This is part of the larger public health approach to contain the pandemic on campus.</p>
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* **IN PERSON OUTREACH ACTIVITIES 2019-2020**

DATE	EVENT	ACTIVITIES	SHC/PHARMACY PARTICIPANTS
September 6, 2019	Careers in Mental Health: Panel Discussion <i>Student education</i>	Panel Discussant introduction to psychology students on the career of a psychiatrist	Jon Rusciano, MD
September 25, 2019 <i>After hours event</i>	Annual Meet the Pros Event <i>Student outreach</i>	Hosted by Student Housing and Residential Life (SHRL) - Tabling event	Mary Gibson Naomi Odom
September 14, 2019 <i>After hours event</i>	End the Stigma National Suicide Event <i>Student outreach</i>	On-site tabling event	Mary Gibson
October 1, 2019	National Night Out <i>Student outreach</i>	Partnered with UHPD	Naomi Odom Noushin (pharmacy student)

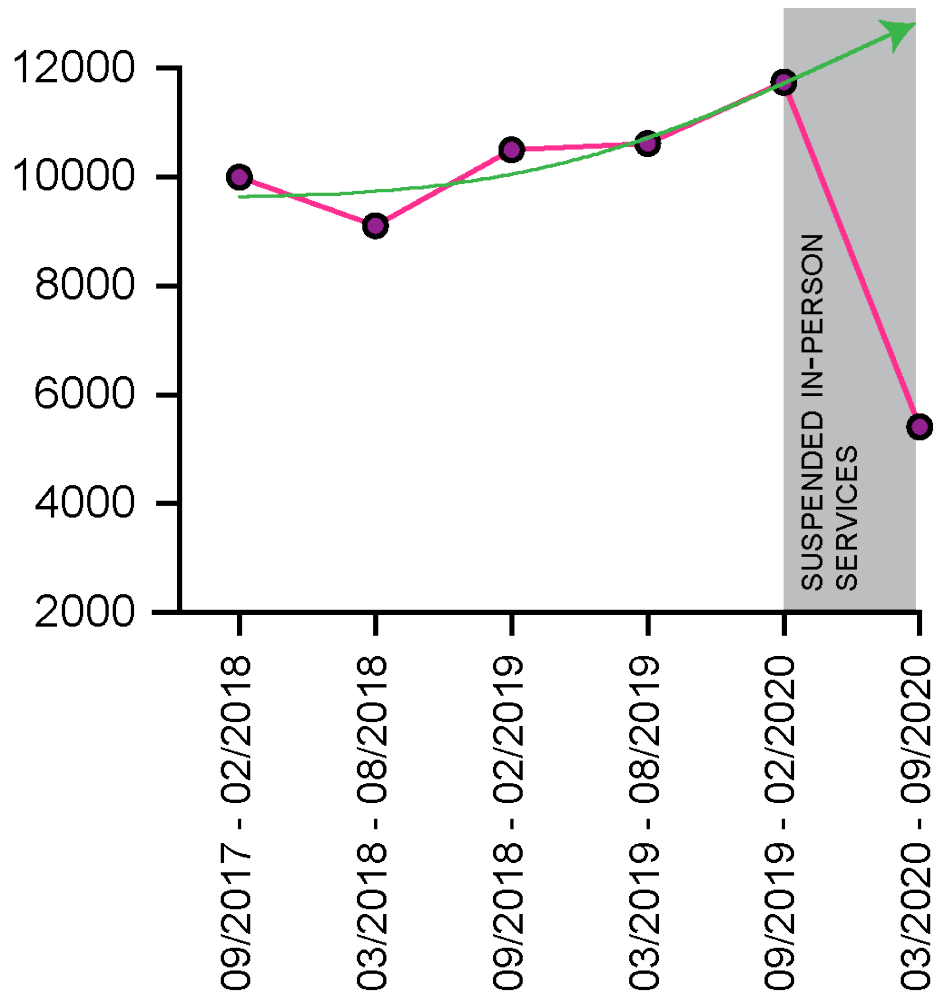
October 1, 2019	Coffee Hour, Moody Towers <i>Education/outreach</i>	Meet the psychiatrist event, in residence halls	Cheryl Person, MD Rodrick Jordan, MPH
October 8, 2019	Law Student Mental Health Day Fair <i>Education/outreach</i>	Law Student Mental Health Week - Tabling event	Samantha Guillory Naomi Odom
October 11, 2019	UH Family Weekend Open House <i>Program/outreach</i>	Flu Shot Clinic	SHC/Pharmacy
October 17, 2019	UH College of Psychology - Human Sexuality course <i>contributing educator</i>	Presented on the sexual body in health and illness.	Nicole Robinson, APRN
October 18, 2019	UH Student <i>mentorship</i>	Scheduled student discussion regarding the profession of nursing	Nicole Robinson, APRN
October 26, 2019	DEA Drug Take Back <i>Education/program</i>	Pharmacy/Promotional Educated students about dangers of expired drugs, and provided approved disposal methods on campus.	Pharmacy
October 29, 2019	UH College of Psychology - Human Sexuality course <i>contributing educator</i>	Presented on the sexual body in health and illness.	Nicole Robinson, APRN
October 30, 2019	Flu Shot Drive at Law Center <i>Program outreach</i>	Brought HEB on campus to provide low cost vaccinations to students.	Rodrick Jordan, MPH
November 18-22, 2019	Antibiotic Awareness Week <i>outreach</i>	Promotion/education	Pharmacy
December 6, 2019	STI Testing for faculty, staff and students <i>Program outreach</i>	Collaboration with Harris County Public - STI testing. Brought testing on campus for students to access for free or low-cost care.	Mary Gibson Naomi Odom Rodrick Jordan, MPH
01/09/2020 through 01/29/2020	UH College of Pharmacy - inaugural collaborative partnership <i>Student research</i>	Assisted on a vitamin supplement peak and trough novel study. UH student and community volunteers	Nicole Robinson, APRN

January 22, 2020	Mental Health Fair <i>Education/outreach</i>	Hosted by UH College of Pharmacy, student interest group-mental health,	Cheryl Person, MD Vanessa Tilney, MD
February 13	I Heart My Student Centers <i>Student education/outreach</i>	I Heart My Student Center event.	Mary Gibson
February 20, 2020	STI Testing for faculty, staff and students <i>Student outreach program</i>	Collaboration with Harris County Public - STI testing. Brought testing on campus for students to access for free or low-cost care.	Vanessa Tilney, MD Mary Gibson Naomi Odom Pharmacy Student
March 5, 2020	UH College of Psychology - Human Sexuality course <i>contributing educator</i>	Presented on conception, pregnancy, childbirth, STI and contraception.	Nicole Robinson, APRN
March 2019-ongoing	UH Division of Student Affairs <i>Committee member</i>	Member of CART team	Cheryl Person, MD
May 1-30, 2020	Social Media Outreach Activities <i>Outreach, community partnerships</i>	Mental Health Awareness month	Health Center Staff
Ongoing bimonthly	Honors College Ambassadors bi-monthly meetings <i>Student outreach</i>	Presentations from different health resources on campus, educating students at recruitment events	Rodrick Jordan, MPH
August 18, 2020	Faculty Orientation <i>Staff education</i>	Virtual event	Pharmacy

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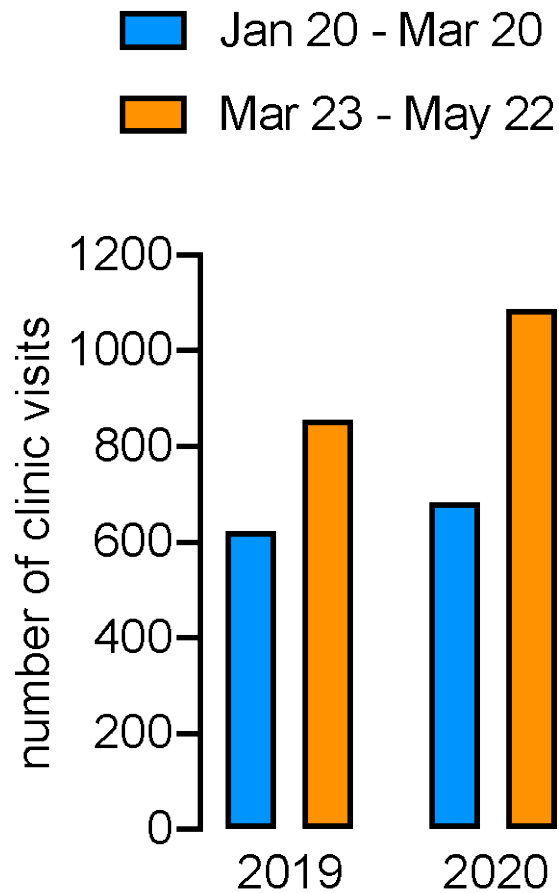
ASSESSMENT

UTILIZATION DATA



Number of total clinic visits (including: general medicine, women's health, men's health, orthopedics, and laboratory services) decreased sharply after suspended in person operations. **Prior to the pandemic, there was a clear upward trend.**

PSYCHIATRY CLINIC UTILIZATION DATA

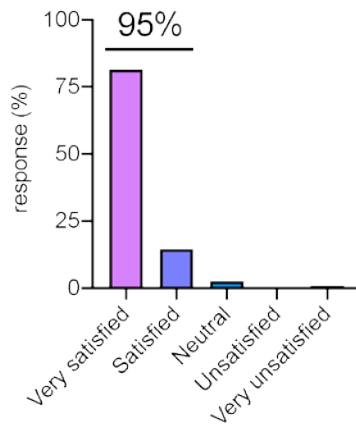


Total psychiatry clinic visits increased 40% year over year between March and May
Total psychiatry clinic visits increased 23% year over year between January and March
Year over year utilization was significantly higher after we transitioned to telepsychiatry.

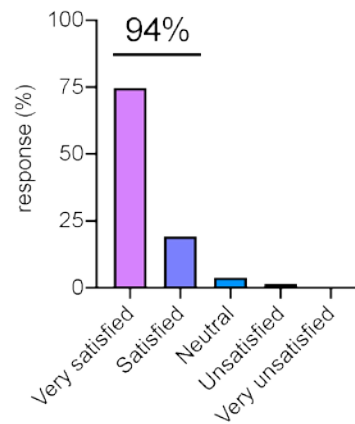
TELEPSYCHIATRY AND TELEMEDICINE SERVICES SURVEY DATA

RESPONSE RATE: 22%

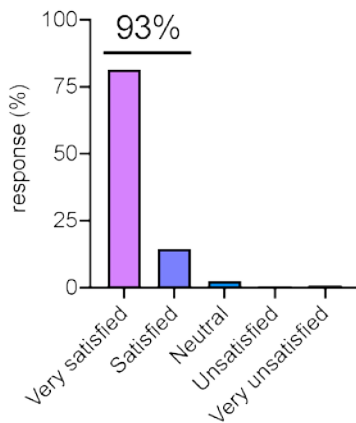
CONFIDENCE IN CLINICAL STAFF (378 RESPONDENTS)



EASE OF USE (387 RESPONDENTS)



QUALITY OF SERVICE (381 RESPONDENTS)



SOCIAL MEDIA ANALYTICS

	PAGE VIEWS	POST REACH	POST ENGAGEMENT	VIDEOS
Facebook (Total)	800	8832	2700	1076
Instagram (Total)	REACH 4881	IMPRESSION 21553	INTERACTIONS 949	

This is our first year implementing social media outreach. These data represent our baseline analytics.

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ORGANIZATION CHANGES

STAFFING CHANGES

Through a combination of retirements and resignations, the Student Health Center saw a decrease of 5 full-time staff. Due to the hiring pause, our clinical staff have not been fully replaced. While we do have 1 full-time temporary nurse practitioner, we hope to replace clinical staff in FY21. Staffing challenges have somewhat decreased our ability to provide clinical services to our students.

1. Dr. Vanessa Tilney, Chief Physician/Chief executive resigned August 2020.
Dr. Cheryl Person is currently serving in an interim capacity
2. Virginia Miller, NP who served our students for 22 years retired July 2022
3. Kimberly Hardy-Sampson, NP who was a full-time clinical staff in general medicine resigned February 2020
4. Joseph Pierce, Full-time patient support specialist for 19 years, retired
5. Patricia Richards, Full-time patient support specialist, resigned.

FINANCIAL CHANGES

The pandemic has created significant financial challenges for the Health Center. Beyond the more obvious issues related to decreased in person visits and decrease in healthcare seeking behaviors among our students, we also were required to develop de novo an entirely new clinic. This clinic was expensive to begin but we have been fortunate to be able to access CARES Act funding to help defray COVID related costs.

The campus pharmacy has also had an expected decrease in self-generated revenue, due to suspended in person operations. Laboratory services has also had an expected decrease in self-generated revenue. While telemedicine (general medicine, women's health) has improved treatment availability for students, there continues to be a decrease in utilization of our services. This is consistent with [current national trends](#) for primary care ambulatory centers.

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FUND EQUITY EXCESS

Our fund equity was caused by the lapsed salaries and benefits related to staff departures.

<p>ACCREDITATION ASSOCIATION FOR AMBULATORY HEALTH CARE (AAAHC) REACCREDITATION <i>Evaluate resources opportunities and identify opportunities for improvement</i></p> <p>Assessment: successful reaccreditation</p>	<p>ACTION STEPS AAAHC will look over our policies and procedures to ensure that we are providing evidence based services to our students. They will conduct selected chart reviews to determine if deficiencies exist. Finally, they will issue the survey results and describe opportunities for improvement. We anticipate that we will be successful in our reaccreditation</p> <p>AAAHC is a highly respected national organization for ambulatory clinics throughout the country and we utilize this resource to identify opportunities for improvement</p> <p>AAAHC accreditation signifies that the clinic is providing the highest quality of care to our students and at this time, we are one of only 17 universities in Texas that have earned this designation.</p>
<p>COVID VACCINE PROGRAM <i>Leverage resources to enhance the UH experience, develop resources to address gaps</i></p> <p>Assessment: UH vaccination site* *should a vaccine be approved and distributed in Texas</p>	<p>Launching a new clinic is always a challenge, and a vaccination clinic is even more complex. The medical, legal, logistics, and regulatory requirements will be difficult to navigate, and only possible with local, state and federal partnerships.</p> <p>ACTION STEPS The initial actions are to engage in ongoing discussions with our local and state partners to become identified providers of vaccines that will be distributed by the state. We will develop policies and procedures to effectively embark on using a newly developed vaccine to prevent COVID-19 infection.</p>
<p>COMPLETE 3RD PARTY BILLING Develop resources to address identified needs for students.</p>	<p>ACTION STEPS COVID-19 has delayed our initiative, but we are working diligently to become in network providers for the five major health insurance companies in Texas.</p>

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BUDGET REDUCTION

We are grateful to the Student Fees Advisory Committee for recognizing the critical role that the Student Health Center plays in campus health and academic success. There have been challenges in our self-generating revenue due to the pandemic related campus closures, and even a modest reduction in our student fee monies would cause the loss of essential staff at this critical time. Any staff position eliminated, would also lead to a permanent decrease our self-generating revenue, which would lead to loss of programming for students.

5% reduction (\$100,190) we would need to eliminate a full-time nursing position

1 FTE senior nurse salary	\$73,656
Fringe (35%)	\$25,780
Subtotal	\$99,436
Administrative charge (6%)	\$5,966
Total	\$105,402

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ADDITIONAL FUNDING SOURCES

We have a self-generated fund, for care provided to the students and is from a variety of sources.

The UH sponsored student health insurance plan provides reimbursement for medical visits, pharmacy and laboratory services and immunizations. In addition, we charge modest fees for services provided to the students who do not have sponsored insurance plan.

Moving forward, the student health center recognizes that an ongoing COVID testing, and vaccination clinics will not be possible without additional financial support. We anticipate an undetermined amount of ongoing financial assistance related to our COVID-testing and COVID-vaccination required services. We anticipate that federal, state, and university funding will potentially be made available to pursue these larger endeavors. While we hope to receive funding, we are not anticipating that it will fully cover our required costs.

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SERVICE OVERLAP

The Student Health Center is one of six departments within the Health and Well-being portfolio. We provide synergistic services, but not overlapping services. We refer to our portfolio partners when student needs are identified. For example, when we identify a student who has food-insecurity we refer to *Coogs Cupboard*. When we identify a student who has a substance use disorder, we refer the student to *Cougars in Recovery*. Exercise is often part of a holistic health plan and we “prescribe” *campus recreation*. We work closely with the *Center for Students with disAbilities* to provide accommodation recommendations. This collaboration helps enhance our student success by promoting the holistic well-being of our students.