

UNIVERSITY of HOUSTON

STUDENT HEALTH CENTER

FY2023 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 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.

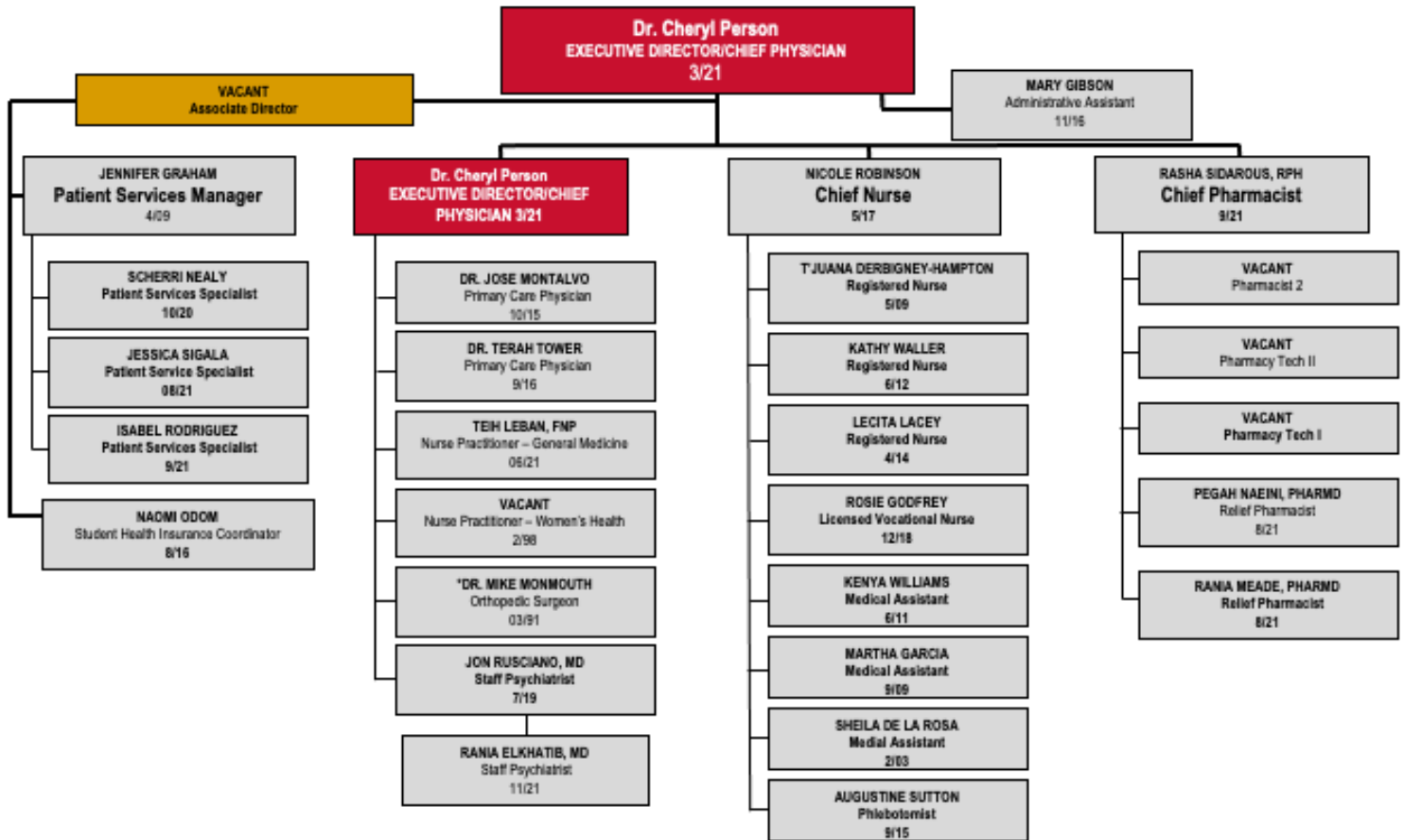
Services Available at the Student Health Center

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

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ORGANIZATION CHART

UNIVERSITY of HOUSTON
STUDENT AFFAIRS & ENROLLMENT SERVICES
Student Health Center



Please Note:
27 full time employees, 2 vacancies
* = Non-Benefits Eligible Part-Time Employees
1 part time employee, 2 PRN pharmacists

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STRATEGIC INITIATIVES

Strategic Initiative: Resources- Evaluate resources to identify opportunities for efficiency, improvement, and transformation

AAAHC Reaccreditation

Goal #1: We spent the year preparing for our reaccreditation by reviewing our policies and practices to ensure that they adhere to the highest standard for our students. Our accreditation through Accreditation Association for Ambulatory Health Care (AAAHC) is an important external evaluation of the strengths and opportunities for our program. In addition to evaluating documents in advance, AAAHC spent a full day on-site and evaluating every aspect of our Health Center. This included reviewing our policies/procedures, our physical facilities, our staff education and credentialing, our programs and services. They evaluated the quality improvement projects that we conduct as well as the student satisfaction surveys. They also reviewed our financial data.

Outcome: We are pleased to have received the full 3-year reaccreditation. The survey findings were quite positive and the few policy concerns they identified are being addressed. There was one specific consultative comment relating to our resources. The consultant recommended that the student fee allocation be reviewed as it was significantly lower than other public universities and was not considered sufficient for the care that we provide on this campus.

Strategic Initiative: Student Success- Foster the holistic well-being of all students through coordinated, intentional services and processes

COVID Vaccination of UH Community

Goal #2: At the time of the last SFAC meeting, we were unsure about if and when a COVID vaccine would be approved. In the event of approval, our team was committed to bringing the vaccines to campus. Working with state and local partners, we received approval in January to be a mass vaccination site, and successfully acquired the vaccine in late February. Over the spring and summer, we held 13 mass vaccination clinics in the Houston Room of the Student Center. These clinics were operated based on state guidelines for priority. It was a huge undertaking for our clinic and we were able to develop collaborations with the Student Center, UHPD, and the marketing and communications team. We also utilized collaborations with external corporate partners. We collaborated with both Walgreens and HEB to deliver vaccines to our students, staff, and faculty. Using this model, we maximized our limited resources and were able to continue our core clinic functions during these clinics. We also needed to pivot during the rapidly evolving rules and as the data on vaccine safety became available.

Outcome: We fully vaccinated almost 4000 students, faculty and staff. We delivered 7359 total vaccine doses. For the two-dose vaccines (Moderna and Pfizer), 98% of people who received their first dose, also received their second dose for full vaccination. The national average was 92%.

Strategic Initiative: Resources- Pursue and develop resources to address identified gaps and needs

Third Party Billing

Background: The current Student Fee Subsidy allows our clinic to function in a Direct Primary Care (DPC) model. This model is consistent with the goal of equity of resources for all students. We have found that up to 40% of our current students have no insurance coverage, and with our model they do not pay higher prices for services covered by insurance.

Goal #3: Over the past year, the Health Center has worked extensively to bring commercial 3rd party billing to campus. We contracted with our electronic health record vendor to support this billing endeavor. All of our physicians and nurse practitioners have been credentialed for the 5 major commercial insurance products. As we have worked through the complicated contracting process, it has become evident that there are significant system challenges to effectively implementing 3rd party insurance at the Health Center. In doing our due diligence we learned that in order to effectively implement 3rd party billing we would need to escalate our current prices for all students (example: primary care increase from \$20 to \$30/visit). This would effectively limit access for our uninsured patients. We are reevaluating if 3rd party insurance is the best option for our students at this time. We have brought 3rd party to campus for the services that tend to be more expensive.

Psychiatry Care: Current Houston Community Rate= \$350 initial visit and \$120 follow-up visits. Our price: \$40 initial visit, \$20 follow-up visits. For students with insurance, it is often less expensive than a regular insurance copay. For students without insurance, it is not a barrier to services.

Primary Care: Current Houston Community Rate= \$150-450 visit. Our price: \$20/visit

Laboratory Services: One year ago, we changed our vendor contract in order to utilize insurance coverage through Quest Diagnostics. This allows most students to use 3rd party for lab visits. We have continued to maintain substantially reduced costs for service.

Prescription Services: Utilizes 3rd party insurance coverage, and are in network with many Pharmacy Benefits Management (PBM)

Specialty Services: We facilitate referrals to in-network clinicians for specialty services. These services are often more extensive and expensive and would not be affordable for our clinic to provide without health insurance coverage.

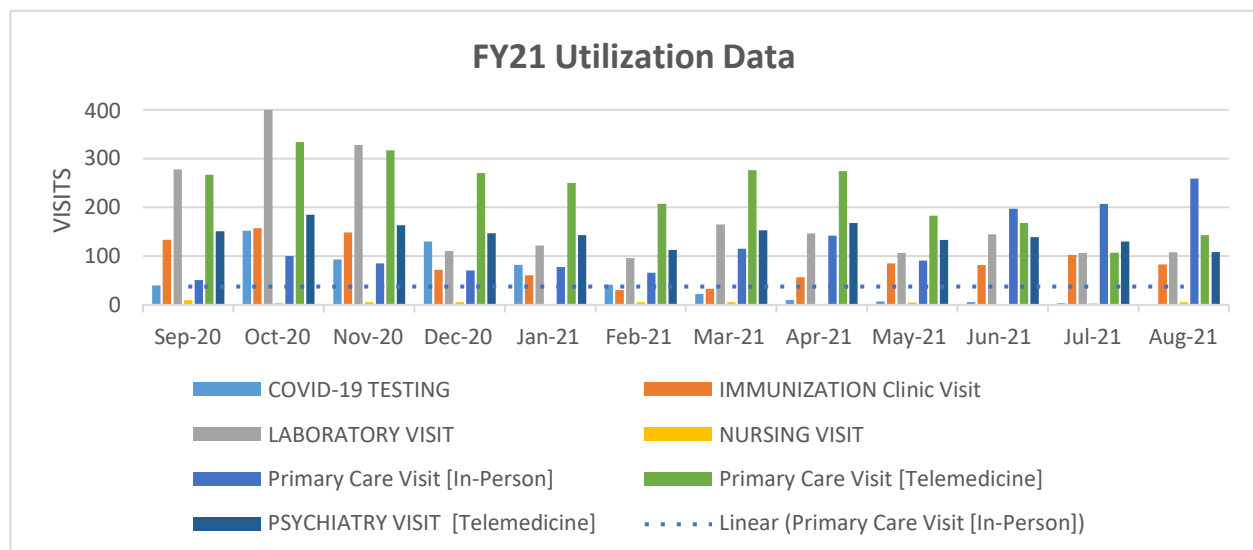
We continue to accept the University endorsed Student Health Insurance Plan. We work diligently during the contracting process to keep the rates competitive so that students have access to health insurance that provides comprehensive coverage. Our coverage is less expensive than other state universities in Texas.

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ASSESSMENT

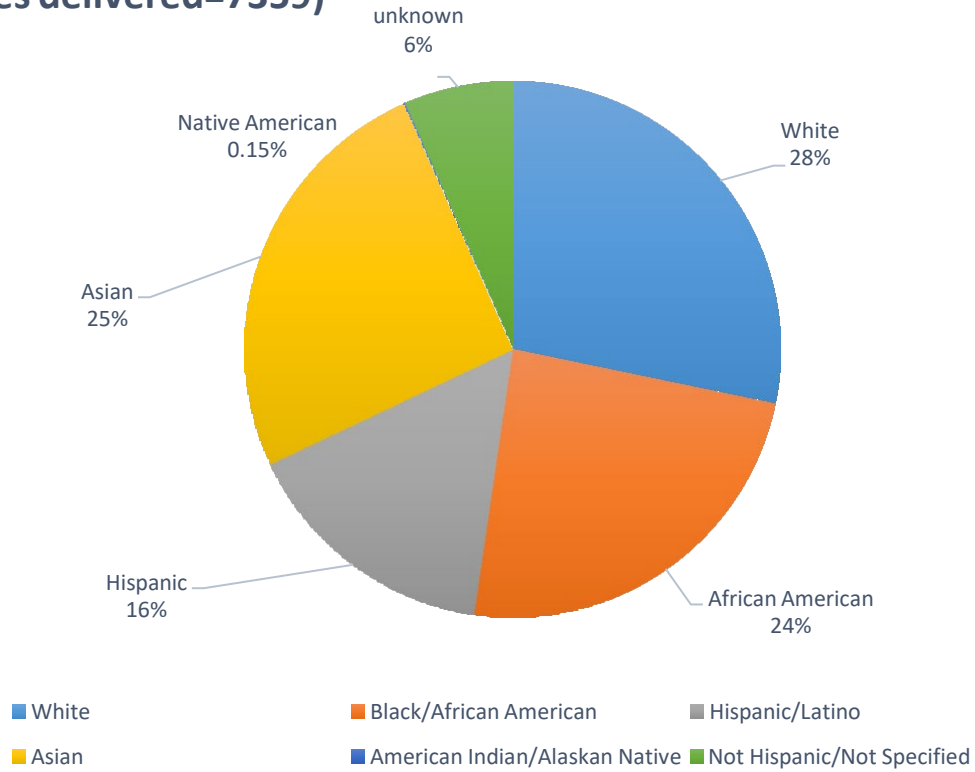
Student Utilization: We view student utilization in two ways: in-person (or tele) contact with students, and total touches. Below we show that over the past fiscal year we provided in-person contact to **15,950 students**. While the first semester saw an expected significant utilization of telemedicine services with many students off-campus, the trend for in-person clinic visits has steadily increased (see trend line).

We have also had **79,451 total student touches** this year. This includes our HealthyCoog student portal messaging, outside of appointment contacts, telephone questions and requests, assistance with referrals to outside providers, etc.

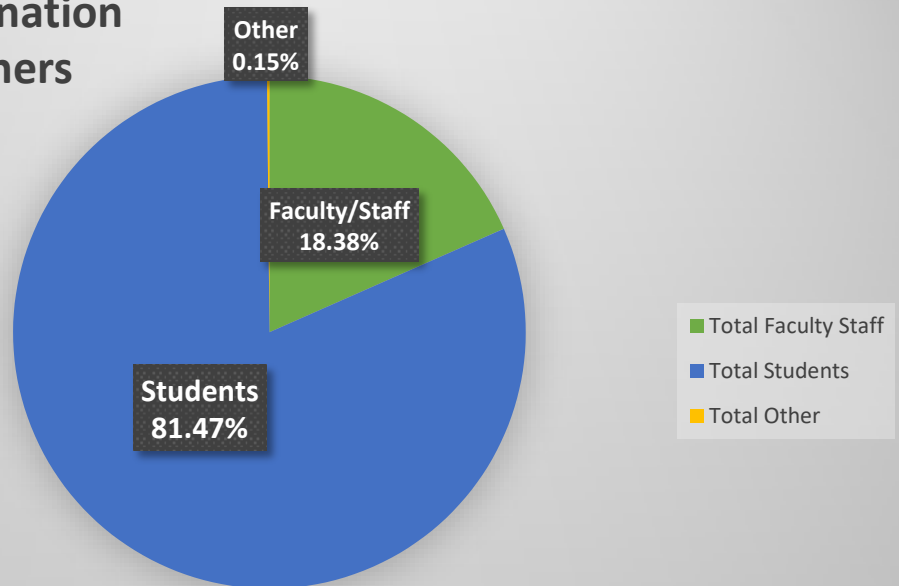


COVID Vaccination Clinics: We delivered 7359 doses over 13 mass vaccination clinics. We fully vaccinated 3922 students/faculty/staff. As we had hoped, the majority (over 81%) of those vaccinated through our effort were students. We were also able to vaccinate groups largely proportional to the campus student body composition. However, we did find that we vaccinated *fewer* Latinx and *more* African American students than the current composition of our student body. It is important to point out that the demographic categories were provided to us by the state and did not fully capture the diverse categories that are represented on our campus. Thus, we were left with a larger percentage of “unknown” than we would have preferred.

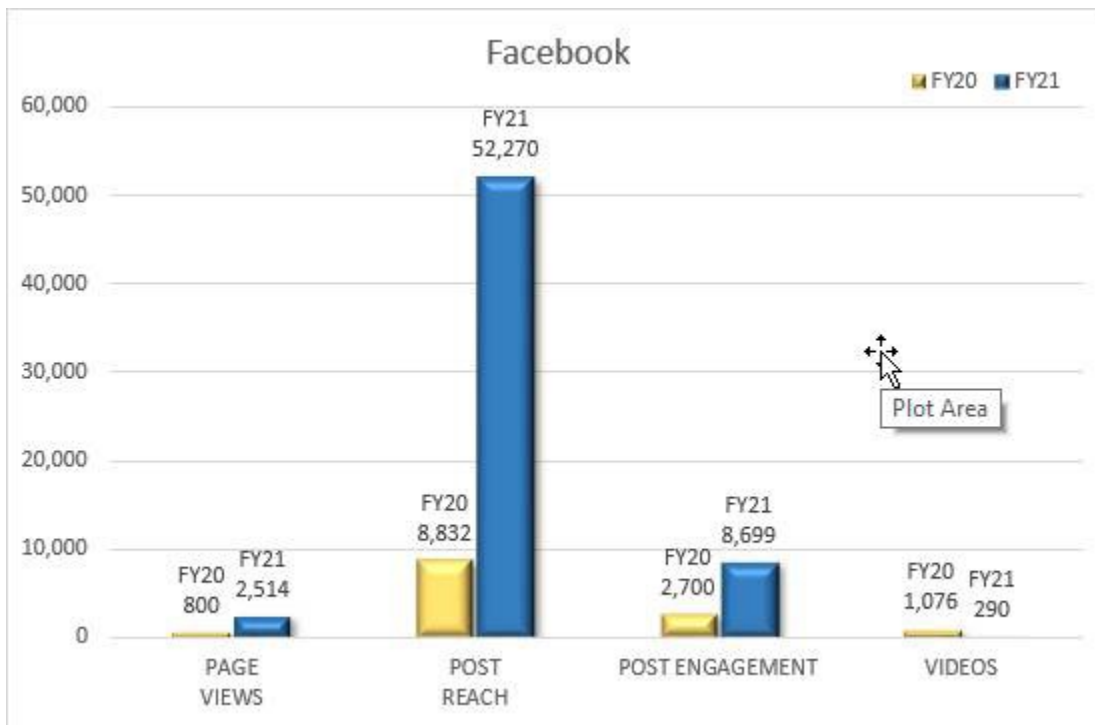
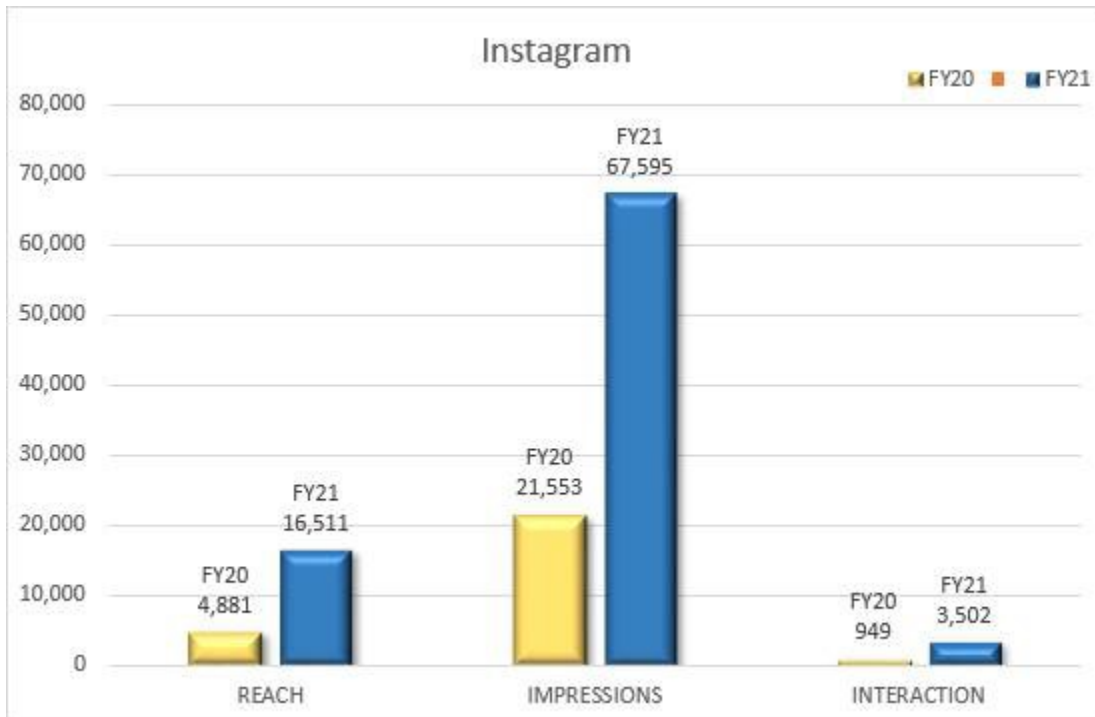
COVID-19 Vaccination by Ethnic Group (doses delivered=7359)



COVID-19 Vaccination Students/Others



Social Media: We continue to improve our social media impact.



Outreach: Despite the many challenges we faced over the past year, we continue to outreach to our UH community in order to provide information, resources, and education to our students and families.

DATE	EVENT	ACTIVITIES	SHC/PHARMACY ATTENDEES
September 1, 2020	Flu Shot	Provided communication, logistics, statistical data, volunteer coordination, client scheduling, education, resources and event staffing	Nursing Support Team Dr. Person
September 16, 2020	Flu Clinic	Provided communication, logistics, statistical data, volunteer coordination, client scheduling, education, resources and event staffing	Pharmacy Staff
November 14, 2020	Flu Clinic in the Dorm	Free vaccine to Students (before holiday)	Jennifer Graham Nicole Robinson
January 22, 2021	ISSSO Orientation	Presentation/Q&A for International Students	Jennifer Graham Naomi Odom
March 26, 2021	Orientation Team Presentation	Presentation and FAQ pre-recorded with the Office of Admissions for Summer 2021 Orientation Team	Jennifer Graham
March 3, 2021 March 4, 2021 March 24, 2021 March 25, 2021 March 31, 2021 April 1, 2021 April 7, 2021 April 13, 2021 April 14, 2021 April 15, 2021 April 16, 2021 May 5, 2021 May 6, 2021	Mass COVID-19 Vaccination Clinics for UH Community	Provided communication, logistics, statistical data, volunteer coordination, client scheduling, education, resources and event staffing	Student Health Center and Pharmacy Staff
June 23, 2021	UH Women's Basketball Health and Wellness Education Session	Health literacy assessment, sexual health, contraception, STI, intimate partner violence, campus and community testing, and prevention/promotion resources	Nicole Robinson
June 2021	ISSSO Website	Posted Announcement & webinar on ISSSO website	Dr. Darab
June 30, 2021	Virtual Resource Fair – Wellness/Benefits Fair	Presented resources and services offered by UH Campus Pharmacy to faculty and staff	Dr. Darab Rodrick Jordan
July 22, 2021	Recruitment Specialists, Office of Admissions	Provide resources and services that are offered, distributed UH items from health center Q&A for Recruitment Specialists	Mary Gibson Dr. Person
July 26, 2021	International Admitted Students for Fall 2021 Information Session	Provided information about services and Q&A for international students	Dr. Person Jennifer Graham
Summer 2021	Virtual Resource Fair for Summer Orientations	Presentation to provide resources and services that are offered	Mary Gibson Jennifer Graham Naomi Odom Nicole Robinson

Summer 2021	In Person Resource Fair for Summer Orientations	Provide resources and services that are offered, distributed UH items from health center	Mary Gibson Teih Taylor Dr. Person Dr. Rusciano Dr. Tower
August 2021	New Faculty Orientation	Virtual event	Mary Gibson
August 16, 2021	J/J International Students Vaccine Tabling Event	Provide resources and services that are offered, distributed UH items from health center	Naomi Odom
August 18, 2021	ISSSO Orientation	Presentation/Q&A for International Students	Naomi Odom
August 18, 2021	GCSW Open House Table	Provide resources and services that are offered, distributed UH items from health center	Mary Gibson
August 20, 2021	COM Orientation	Presented overview of SHC operations and services <ul style="list-style-type: none"> • Access to care • Insurance vs. non insurance • Outside referral process • Open enrollment timeframe Immunization clearance process for COM students	Dr. Person Nicole Robinson
August 28, 2021	ISSSO Orientation	Presentation/Q&A for International Students	Naomi Odom

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ORGANIZATION CHANGES

STAFFING CHANGES

We were impacted by the ongoing uncertainty of the pandemic, as well as the decrease in on-campus healthcare service needs. As a healthcare center that remained functional during the pandemic, we are proud of how we were able to service our students' needs despite the many obstacles. However, like many other healthcare entities, we have had our share of pandemic departures. The following staff have departed in the past year: Roksana Darab, Samantha Guillory, Rodrick Jordan, Adriana Ortega, and Veronica Simmons. The short-term impact on pharmacy services was evident for a brief period of time, but has since stabilized.

We have added the following new staff:

Teih LeBan Taylor, FNP, Nurse Practitioner
Scherri Nealy, a patient services specialist
Jessica Sigala, patient services specialist
Isabel Rodriguez, patient services specialist
Rasha Sidarous, RPh, Chief Pharmacist

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FUND EQUITY EXCESS

Our fund equity was caused by the lapse in our staff salaries and benefits, due to departures.

Strategic Initiative: Student Success- Foster the holistic well-being of all students through coordinated, intentional services and processes

- 1. HPV vaccine assessment and education.** Human papillomavirus (HPV) is the most common sexually transmitted infection in the United States. The Centers for Disease Control and Prevention (CDC) recommends that students should be vaccinated to prevent the long-term consequences of these infections: cervical cancer, oropharyngeal cancer, penile cancer and vaginal/vulvar cancers. However, many students arrive unaware of their vaccine status or whether they are eligible to receive the needed vaccine to prevent the spread of infection and decrease the long-term risks.

Action Step: Through clinician education, electronic health record (EHR) modifications, and education reinforcement, we think that we can improve our current HPV screening levels. The Health Center will systematically evaluate whether students are queried about HPV vaccine status, provide education about the HPV vaccine, and offer the HPV vaccine to interested students.

Outcome Assessment: In 2019 we identified that only 38% of our students were screened and we aim to improve that metric to 80% with the action steps described. We will utilize the EHR reports to determine the rate of screening through 2022-2023 and make modifications if necessary. We will review EHR for durability of improvement through 2023.

Strategic Initiative: Division Cohesion- Foster collaborative divisional processes focused on common goals.

- 2. Sexually transmitted infection (STI) testing.** STI's are prevalent on our campus and have increased over the past 5 years. The Health Center, in collaboration with UH Wellness, will provide coordinated STI education, testing and treatment on campus.

Action Step: In addition to our usual testing services, we will provide *low-cost STI clinics* at the Health Center through the academic year. We will partner with HCPH to provide *free testing* monthly for students. We will partner with Wellness for both monthly testing as well as collaborate on their *educational* campaign: Get Yourself Tested. This partnership will utilize our each of our unique skill sets to improve STI detection and *treatment* on campus.

Outcome Assessment: We will measure percentage positive tested in our clinic for top five STI diagnostic categories $\frac{\#positive}{\#total}$ number tested. We will trend this over next 2 years and create an evidence informed action plan to address campus specific needs.

Strategic Initiative: *Student Success- Foster the holistic well-being of all students through coordinated, intentional services and process*

3. Reducing asthma hospitalizations Students with asthma are at risk for complications from flu and COVID and both can worsen underlying symptoms leading to hospitalizations. Even a short-term hospital stay can disrupt an entire academic semester and can be devastating to a student academically.

Action Step: We will seek to focus on asthma action plan development for students with the disorder. In addition, we will assess vaccination status. We will educate and provide vaccines where possible.

Outcome Assessment: we will determine if efforts were successful by reviewing charts for students with the diagnosis of asthma. We will assess hospitalization events and vaccination inquiry and education during this review.

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BUDGET REDUCTION

There have been ongoing challenges in our self-generating revenue due to the pandemic related campus closures, and reduced service needs in the Fall semester. While we are seeing an improvement this semester, 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. It 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 the student health insurance plan. The federal government also provided support through the year in the form of free vaccines to deliver to students.

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SERVICE OVERLAP

The Student Health Center is one of six departments within the Health and Well-Being portfolio. We provide complementary services to meet the needs of our students, but not overlapping services. We refer to our portfolio partners and other departments within DSAES when the need arises. We have utilized the office of financial aid as well as the Dean's office in the past year more extensively due to acute financial hardships faced by our students. We collaborate with Wellness and refer (via prescription) to campus recreation for exercise as part of a holistic health plan. We utilize Dart Jr. services to assist our students with accommodation requests. We continue to identify food insecure students in the clinic and refer to Coogs Cupboard for support. These collaborations enhance our services and benefit the student.