

# UH STUDENT HEALTH CENTER



FY 20 SFAC Presentation

**UNIVERSITY of HOUSTON**  
STUDENT AFFAIRS & ENROLLMENT SERVICES

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# UH Student Health Center

- Presenters

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\*DBA fiscal reporting assistance, Kim Barrow

# Who are we?



# Dedicated Team

- We, at the Student Health Center, feel that we are here to provide the absolute best care for our patients, which happen to be students (faculty and staff can be seen as well).
- We also feel that we are here to provide education to our patients to be better stewards of their health, by educating them on insurance issues, provider encounters and preventative screenings.
- Advocates for the students. You succeed, we succeed.

# UH Student 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



- In June of 2018, the Student Health Center was **reaccredited** with the National Accreditation Body American Academy of Ambulatory Health Care (AAAHC).

# Move into New Facility



# Accomplishments

- Expansion of space hence services within new location (i.e. more women's services).
- The campus pharmacy is now offering a student focused list of generic drugs/items
- Our outreach has increased significantly and will continue.

# Point & Click (EMR) Benefits

- **Healthy Coog**      <https://myhealth.uh.edu>

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

- 2015-2016 web based appointments 8.2%
- 2016-2017 web based appointments 10.3%
- 2017-2018 web based appointments 14.0 %
- 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

# Evaluative Data

- Consistent utilization of health center services by students with each passing academic year.

Date Range

Total Patient Visits

**09/01/2015-08/31/2016**

**25,485**

**09/01/2016-08/31/2017**

**27,474**

**09/01/2017-08/31/2018**

**29,141**

# 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
- Drug Take Back
- Customized care to student needs



# Patient Satisfaction Survey

Campus lab survey with total of total responses showed:

Ability to be seen by one of us in SHC was 92.45 % great and 7.55% good

90.2% of students would recommend using the UH Health Center

In total 93.25% were satisfied with services performed.

Comments include: “amazing people and experience”, “convenient”, “efficient”, “friendly staff”, “good treatment and affordable care”, “clean and welcoming”, “liked professionalism and care provided”, “quality of the staff members here are absolutely amazing”, “very thoughtful and thorough about my health”, “quick”, “prompt service and ease of access to students”, “not judgmental and willing to listen”.

# Unit Challenges

- “Man/woman power”, resources
- 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
- A case manager that can be a safety net to ensure all referrals, appointments are completed
- 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.
- Part time specialty services: Nutritional counseling, dermatology

# 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
- Preauthorization of meds and correction of claims denials are time consuming

Things to consider:

- Wait times could increase
- ? 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)

# Benchmarking

## SHS Staffing at other Texas Universities

Campus	Census	MD/DO	PA	NP	Director	Medical Director	Associate Director	Assistant Director
University of Texas	51,525	14	6	6	1	1	4	3
Texas A & M	68,625	12	5	6	1	1	2	2
Sam Houston State	20,938	2		3	1	1		1
Texas State	38,666	6		6	1	1	1	4

## SHC Staffing at UNIVERSITY OF HOUSTON

Campus	Census	MD/DO	PA	NP	Director	Medical Director	Associate Director	Assistant Director
University of Houston	46,338	4.5		2.5	* 1		1	

\*Executive Director/  
Chief Physician

# Importance of the 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 Fall Weekend
- Our involvement in most, if not all, Health and Wellness events on campus
- Availability for professional advice and treatment
- Student learning as interns

# Our goals

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

# What's to come in the future?

- Increase in marketing and visibility at tabling events, NSO/ART orientations, collaborative efforts
- Budget management to increase staffing
- Continued marketing to students about our new location and events
- Adapting along with healthcare changes on a national scale

# What's to come in the future?

- Drug price increases that fluctuate with the industry
- Collaborative efforts with the future medical/physical therapy school
- Collaborating with the future community health center downstairs
- Providing more specialty services, i.e., Dermatology, gyn/LARC, in house radiology, etc.



# END OF SFAC FY20 PRESENTATION

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Thank you for your continued support and consideration

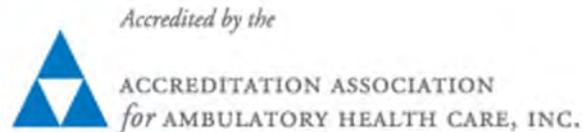
**GO COOGS!**

# Questions?

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