

**Request for 2020/21 Funding  
Services and Activities Fees Committee**

**Budget Proposal Contact Information**

Department Name: Student Health Services  
Submitter Name: Bernard Anderson – bander48@uw.edu  
Department Head: Bernard Anderson

**Departmental Information**

Statement of Services

Student Health Services remains committed to providing compassionate, convenient and affordable health care for University of Washington Tacoma students through the University's current contract with CHI Franciscan Health. Students can access services at six CHI Franciscan Prompt Care clinics that are located in communities where our students live and work: downtown Tacoma (at St. Joseph Hospital), Bonney Lake, Burien, Gig Harbor Lakewood and Puyallup.

Student Health Services (SHS) provides care for illness and minor injury as well as preventative medicine and women's health. Office visits are free of charge; during an office visit a health care provider takes students' vitals (blood pressure, temperature, heart rate, etc.), discusses their concerns, performs a physical exam and develops a treatment plan. Some diagnostic tests or treatments may not be covered by the SAF. In every situation, CHI Franciscan staff will notify students before performing any procedure that is not paid for by the SAF and will explain students' options for paying costs that are not covered; these options include private insurance, Medicaid and financial assistance. In addition to paying CHI Franciscan for services provided to students in designated clinics, the SAF also supports on-campus flu clinics administered by CHI Franciscan and provides for up to 8 hours of psychiatric consultation per month for UW Tacoma students.

Core Values/Mission Alignment

Student Health Services aligns with our campus' Students goal by providing high quality, accessible and comprehensive medical care to keep students healthy so they can attend classes and engage on-campus (strengthening persistence to graduation; Students Goal, Indicator A). We also support our Growth goal by developing a community-partner model to increase SHS' capacity and to make health services more accessible to UW Tacoma students whose lives keep them moving throughout the South Sound. By increasing support for health and wellness education, SHS aims to more explicitly align its work with our campus' values for equity and inclusion by working to address systemic barriers that have resulted in some communities having less knowledge, power and access to resources that support healthy behaviors, preventative care and access to resources.

SAF-FUNDED PROGRAM OR SERVICES GOALS AND OUTCOMES

In 2020-21 we aimed to increase visibility and campus partnerships. This past fall SHS collaborated with Student Transition Programs, Student Counseling Center and Disability Resources for students to provide health and wellness education for PAC Advisors. We partnered with Partners in Action to Transform Healthcare (PATH) RSO to promote the most well-utilized student flu clinic (per Franciscan records); more than 150 students received immunizations during 4 hours over 2 days. As of the time of writing, Student Health Services efforts are primarily devoted to supporting and providing services to students in the realm of COVID-19.

In addition, we have worked with academic program administrators and the Registrar's Office as they have unique insight about requirements or obstacles students may be facing in meeting health-related requirements that may affect students' academic progress. As a result we launched a new web resource to make it easier for incoming students to demonstrate measles immunity: [www.tacoma.uw.edu/shs/MMRProof](http://www.tacoma.uw.edu/shs/MMRProof). We also created a new resource to make the TB screening process easier for students using SHS.

ASUWT and SAFC have been invaluable partners by sharing student feedback and directing students directly to Bernard Anderson when they have concerns. An ongoing and persistent theme this year is that students were not clear about what charges were not covered by UW Tacoma and what their options are for paying for uncovered services. We collaborated with Franciscan who has adopted a new workflow that ensures students receive a hard copy document that details services that would not be covered by the University and their costs. It indicates options for payment (insurance, if available; case discounts at the time of appointment; cash pay on a payment plan, etc).

#### STUDENT UTILIZATION (COMPARISON OVER PAST 2 YEARS)

Per the Student Health Services contract, CHI Franciscan is committed to providing data on utilization twice per year – by January 15 (for visits July – December of prior year) and by July 15 (for visits during the prior academic year).

To provide a sense of utilization, we reviewed UW Tacoma IT data that captures each time CHI Franciscan validates a student is eligible for services paid by SAFC. From January 2019-June 2019, 580 students were served. At the time of this writing, we are not yet in possession of data that covers July 2019-present. In academic year 18-19, 816 individuals were validated for services between June 1 and January 30. In 2018 Franciscan reported that 813 students were served during this period and in 2017 the number was 808.

The Autumn 2018 number is a good approximation but will vary from the data anticipated from CHI Franciscan because it does not include students who participated in the flu clinic and students who were validated when Franciscan staff called the UWT Registrar's Office; this often happens between quarters when new students are seeking immunizations but may be missing paperwork that would keep them from being validated by the online IT tool.

#### COLLECTION OF FEEDBACK & IMPROVEMENTS

As noted, we have not received data from CHI Franciscan as of the time this proposal was prepared. However, this proposal has detailed some ways that feedback has been used to improve services.

We will partner with ASUWT and CHI Franciscan to host a Student Health Services open house this fall, assuming the UW Tacoma campus returns to normal operations in the aftermath of the COVID-19 pandemic. The event will bring CHI Franciscan leaders to campus and will simulate the process of visiting a CHI Franciscan Prompt Care clinic. The goals will be to both educate students about Student Health Services and to collect feedback about their health care needs and experiences using the services.

This year we also have student identifiers which will allow us to administer a survey to SHS users. (UW Tacoma does not have any personal health information about students who use SHS.) The survey instrument is attached.

## SERVICE BENEFITS TO STUDENTS

Nationally, student health services are acknowledged for supporting student retention and success by providing preventive care, as well as medical management of acute and chronic illness and disease processes. It's hard to go to class, focus on studying, or in some cases, stay in school if you're sick. At UW Tacoma we also know that Student Health Services supports students in fulfilling their required immunizations. Data from this year's survey and open house will provide additional evidence about impact and opportunities for improvement.

UW Tacoma admittedly does not have a full picture of our students' current knowledge, needs, satisfaction and behaviors related to health and wellness or Student Health Services specifically. The proposal to hire a new staff member, funded by student fees, would be an investment to remove this gap and to provide more support for student health and wellness.

## ADDITIONAL INFORMATION OF FUND UTILIZATION

The SHS contract defines the maximum amount that will be paid to Franciscan annually. The cap increases annually by the percentage in the number of students eligible for services and by national consumer price index. The initial cap was based upon the cost of an on-campus clinic; Franciscan proposed the distributed model would be more cost-effective there was no way to project its costs.

We are in year four of the distributed model and the cost of SHS has been far below the cap.

- The 2017-18 (year one) cap was \$298,958 and the cost of services was \$98,645.
- The 2018-19 (year two) cap is \$307,926. Through December 2018 payments totaled \$53,031.
- The 2019-20 (year three) cap is \$321,167. However, the cost of services was \$139,396.
- The 2020-21 (year four) cap is anticipated to be \$200,000.

Contractually, SAF would need to pay the maximum cap if students utilize services totaling that amount. However, given the new efficiencies and trends to date, it is unlikely that fees will reach that amount. UWT can approach Franciscan to renegotiate the cap since we have more than one year of data to consider.

## Other Budget Requests

### Category

Contracted Services

### Details

\$200,000 cover maximum charges allowable under SHS contract with CHI Franciscan.

### Amount Requested

\$200,000

Total: \$200,000