

HEALTH SERVICES - SFAC HIGHLIGHT SUMMARY - Budget Cycle FY25

1. Did you receive any new funding for this year? If so, how is it being used? Present your budget worksheet.

No.

2. Summarize the usage of your services. What areas/programs saw increases or decreases?

Clinic Utilization:

	6/1/2021-5/31/2022	6/1/2022-5/31/2023
Primary Care Appointments	131	278
Gynecology Appointments	70	83
Health Counseling Sessions	331	441
Lab Collection/Injections	275	419
Lab/Imaging Reports Review	254	450
Nursing Triage	528	813
Phone/Virtual Correspondence	350	388
Student Encounters (other non-nursing)	294	380
TOTAL NUMBER OF STUDENT ENCOUNTERS	2,233	3,252

- All of the above Clinic Utilization measures increased.
- The number of Primary Care appointments increased by 112%.
- The number of Gynecology appointments by 18.5%.
- The total number of student encounters increased by 45.6 %.

Utilization Demographics:

	6/1/2021-5/31/2022	6/1/2022-5/31/2023
Total Unique Students	636	503
Students with the Student Health Insurance Plan (SHIP) /Self-paying Students	Insured= 59.5 % Self-pay= 40.5 %	Insured= 71.4 % Self-pay= 28.6 %
Students that depend on UHCL clinic for primary care	87.9%	89%
International/Domestic Students	International= 53.3 % Domestic= 46.7 %	International= 67.2 % Domestic= 32.8 %
Gender Identity	Female= 68.1% Male= 30.9 % Transgender= 0.5 % Prefer not to Answer= 0.5 %	Female= 61.6 % Male= 36.9 % Prefer not to Answer= 1.5 %

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Undergraduate/Graduate	Undergraduate= 36.8 % Graduate= 51.1% Other/No response= 12.1%	Undergraduate= 23.6 % Graduate= 57.9 % Other/No response= 18.5 %
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- The total number of unique students decreased by 20%.
- The number of students with the SHIP increased by 11.9%, while the number of students that were Self-pay decreased by 11.9 %.
- The number of students that depend on the UHCL clinic for primary care increased by 1.1%.
- The number of International students increased 13.7%, while the number of Domestic students decreased by 13.9%.
- Female utilization increased, while male utilization decreased. Students preferring not to answer increased.
- Undergraduate utilization decreased by 13.2%, while graduate utilization increased by 6.8%.

3. Describe the student satisfaction with your services.

Based on the responses from 36 Patient Satisfaction Surveys:

How well has Health Services been able to respond to your scheduling needs?	Average= 10.3 % Good= 48.3 % Excellent 41.4 %
How would you rate the helpfulness and sensitivity of the staff?	Good= 50 % Excellent= 50 %
How would you rate your comfort with the Health Services reception and waiting area?	Average= 3.4 % Good= 55.4 % Excellent= 41.2 %
How would you rate the initial intake process including the electronic online patient forms prior to receiving care?	Poor= 3.4 % Average= 10.3 % Good= 41.4 % Excellent= 44.8 %
How would you rate the education provided by our staff about your healthcare concerns?	Average= 3.4 % Good= 58.6% Excellent= 37.9 %
Did the convenience of an on-campus clinic meet your healthcare needs?	Yes= 100 % No=0%
How strongly do you feel your health and wellness contribute to and impact your academic success?	Strongly agree= 69% Agree somewhat= 13.8% Neither agree or disagree= 10.3% Strongly disagree= 6.9%
Do you feel the services you receive help support your academic success?	Strongly agree= 72.4% Agree somewhat= 17.2% Neither agree or disagree= 6.9% Strongly disagree= 3.4%
Please rate your overall satisfaction with the healthcare you received today.	Average= 3.4 % Good= 58.6 % Excellent= 37.9 %

4. What has your department done to increase or improve services? Specifically, what did you learn in your assessment that is impacting your services now?

- Although Health Services saw an increase in the total number of student encounters, we saw a decrease in the total number of unique students.
- Health Services saw a significant decrease in Domestic Students that utilize Health Services. Domestic students have largely contributed to the population of self-pay students that utilized the clinic.
- One out of five college students across America are living without health insurance (National Institute of Health (NIH), 2020).
- Many of these students struggle to navigate the healthcare system and access affordable and effective care.
- Health Services must prioritize marketing and advertising efforts so that more students are aware that low-cost healthcare is available to them at UHCL.
- In addition, Health Services must improve access to care by expanding provider availability for medical appointments.

5. Describe any new initiatives for the current year.

- Health Services has implemented a new model of healthcare delivery in effort to improve access to care by better accommodating student health needs that require medical visits with a provider.

The previous model utilized a contract physician that saw students by appointment only with limited availability. Specifically:

Tuesday mornings for primary care (9am-11am)

Wednesday mornings for gynecology care (9am-11:30am)

Thursdays for primary care (11am- 2pm)

With the new model, Health Services has welcomed Dr. David Mabry, a Family Practice Physician, to our team. Dr. Mabry will be seeing patients by appointment and will be collaborating with a full-time Family Nurse Practitioner who will be available to meet the needs of students with no or minimal wait times five days per week. This will allow students to see a provider at times convenient for them. In addition, this will result in fewer referrals to outside services, such as urgent care due to student health needs that require immediate attention.

- Registered Nurses will continue to be available Monday-Friday from 8:00 am-5:00 pm for student health needs.
- Health Services currently utilizes Titanium Electronic Medical Records System. This system has proven to be inefficient for our Health Clinic. Health Services plans to adopt a more robust electronic health records system (EHR), Point and Click, which is designed

specifically for use by college Health Centers. This will result in more stream-lined clinic management and more efficient patient care.

- Health Services will prioritize marketing and advertising efforts so that more students can benefit from the services available to them.
- Health Services will analyze and update current billing practices and adjust the insurance fee schedule to maximize reimbursement from the Student Health Insurance Plan.

6. What challenges or opportunities do you foresee for the current year and next year?

- Funding for the implementation of Point and Click EHR.
- Staffing shortages due to an increase in utilization of services.

7. Did you have funds swept at the end of FV23? If so, how much and why?

No.

8. Are you requesting new funding? One-time or Base? Present your budget request for next year and rationale.

Yes.

- Health Services is requesting one-time funding in the amount of \$ 28,500 to initiate Point and Click Electronic Health Records System. Health Services anticipates an increase in utilization and updated insurance billing practice that will result in increased revenue that will ultimately be able to support the annual maintenance cost of the EHR.
- With the demonstrated increase in clinic utilization and an anticipated further increase in utilization, Health Services has identified the need for an additional FTE 0.5 part-time Registered Nurse in FY25. Health Services will request one - time funding for \$43,560 to support this position.

Rationale:

Adopting an EHR System and adding a part-time RN to our staff will help us provide better health care to the UHCL community by improving all aspects of patient care, including:

- Safety
- Effectiveness
- Patient-centeredness
- Communication
- Education
- Efficiency
- Equity

