

University of Houston  Clear Lake

HEALTH SERVICES SFAC HIGHLIGHT SUMMARY Budget Cycle FY25 –FY26

Regina Pickett, RN, MSN

Director

MISSION STATEMENT

The University of Houston Clear Lake Health Services Department's mission is to provide students with convenient, cost-effective, high-quality evidence-based healthcare and education in a welcoming and inclusive environment.



Health Services Staff



Regina Pickett, MSN, RN
Family Health Specialist
Director



David Mabry, MD
Medical Director &
Chief Physician



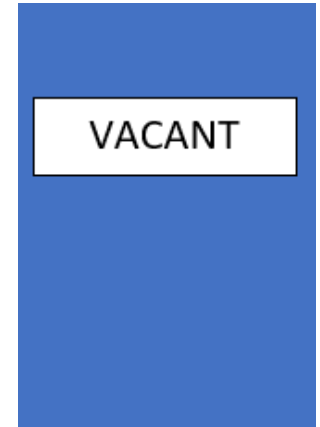
Laura Thomas, MSN, APRN
Family Nurse Practitioner



Ta'Shaundra Morgan
Sr. Patient Services Specialist



Jasmine Lewis
Patient Services Specialist II



Medical Assistant

Unique new Client Numbers 22-23 and 23-24

Description 2022-2023

- Unique New Clients 381
- Unique Returning Clients 158
- Total 539
- Individual Appointments 3482
(Repeat office visits)

Description 2023-2024

- Unique New Clients 442
- Unique returning Clients 167
- Total 609
- Individual Appointments 3468
(Repeat office visits)

Use of Services Summary: Demographics

	08/01/2022 – 08/31/2023	08/1/2023 – 08/31/2024
Total Unique Students	539	609
Students with the Student Health Insurance Plan/Self-Paying Students	Insured – 70.4% Self-Pay -29.6%	Insured – 70.7% Self-Pay –29.3%
Students that depend on UHCL Clinic for Primary Care	88.7%	88.8%
International/Domestic Students	International – 65.9% Domestic – 34.1%	International – 64.7% Domestic 35.3%
Gender Identity	Female – 60.5% Male – 38.2% Transgender -0 % Prefer not to answer -1.4%	Female 55.1% Male – 43.9% Transgender 0.7% Prefer not to Answer – 0.7%
Undergraduate/Graduate	Undergraduate – 25.7% Graduate – 74.3%	Undergraduate –16.2% Graduate – 83.8%

The total number of unique students increased by 13%.

The number of students with the SHIP increased by 0.4%, while the number of students that were Self-pay remained stable.

The number of students that depend on the UHCL clinic for primary care remained stable.

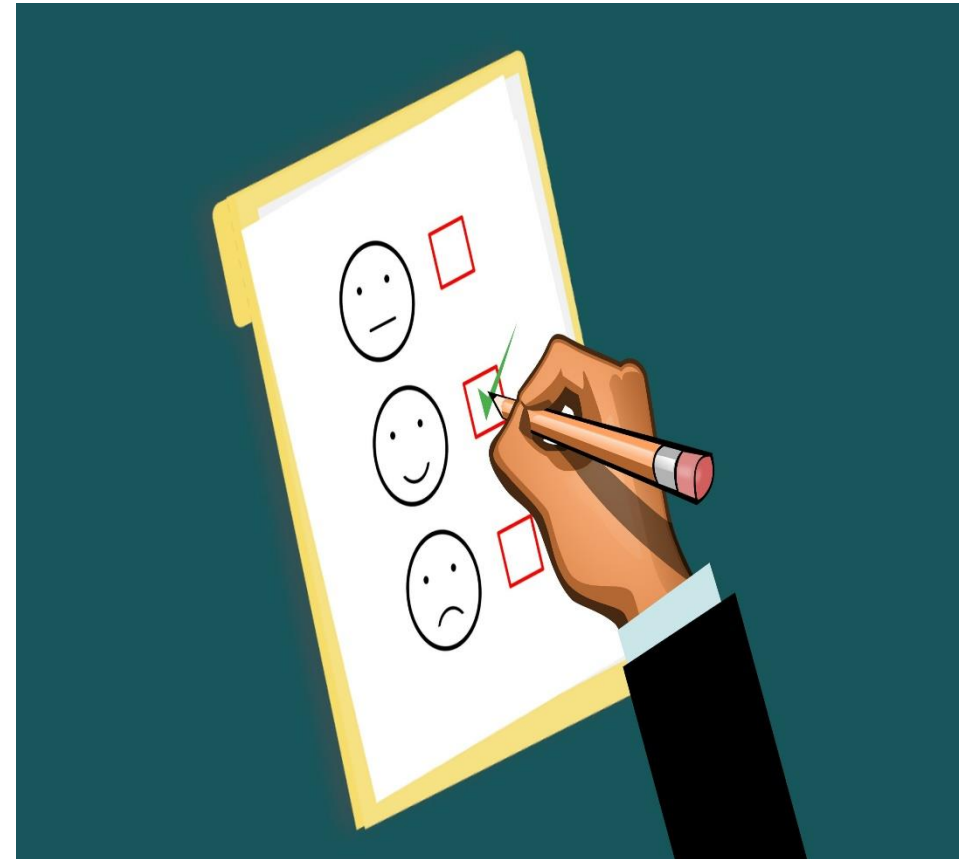
The number of International students decreases 1.8%, while the number of Domestic students increased by 3.5%.

Female utilization slightly decreases, while male utilization slightly increased. Students preferring not to answer slightly decreased.

Undergraduate utilization decreased 36.9 % , while graduate utilization increased by 12.8 %.

Student Satisfaction: Based on the responses from 36 Patient Satisfaction Surveys

How well has Health Services been able to respond to your scheduling needs?	Average - 10.8% Good - 27% Excellent - 64.9%
How would you rate the helpfulness and sensitivity of the staff?	Average - 2.7% Good - 35.1% Excellent - 62.2%
How would you rate the initial intake process including the electronic online patient forms prior to receiving care?	Average - 2.7% Good - 51.4% Excellent - 45.9%
How would you rate the education provided by our staff about your healthcare concerns?	Average - 2.7% Good - 43.2% Excellent - 54.1%
Did the convenience of an on-campus clinic meet your healthcare needs?	Yes - 97.3% No - 2.7%
How strongly do you feel your health and wellness contribute to an impact your academic success?	Strongly agree - 78.4% Agree somewhat - 18.9% Neither agree or disagree - 2.7% Strongly disagree - 2.7%
Do you feel the services you received from Health Services helps support your academic success?	Strongly agree - 70.3% Agree somewhat - 21.6% Neither agree or disagree - 8.1%
Please rate your overall satisfaction with the healthcare you received today?	Average - 2.7% Good - 48.6% Excellent - 48.6%



What did we learn in our assessment?

- Our assessment showed that our overall number of unique clients has increased. The total number of office visits and total student encounters slightly decreased.
- The number of Domestic students have increased and our number of self-paying students remain the same percentage.

What does this mean?

- The number of students utilizing the clinic increased, but more repeat students slightly decreased, primarily students with SHIP slightly increased.
- We want to increase our Primary Care Visits! One out of five college students are without health insurance, and our low cost, self-pay options can help students access care!



Initiatives:

- Health Services will prioritize marketing and advertising efforts so that more students can benefit from the services available to them.
- Health Services will continue to analyze and update current billing practices and adjust the insurance fee schedule to maximize reimbursement from the Student Health Insurance Plan. This will not affect Self-Pay prices.
- The Nurse Practitioner will continue to be available Monday-Friday from 8:00 am-5:00 pm, by appointment/walk-in's for student health needs.

Challenges and Opportunities:

Challenges:

- Funding for the implementation of Point and Click EHR
- Potential staffing shortages due to anticipated further increase in utilization of services



Opportunities:

Connecting students with the convenient and efficient care they need!



SFAC Request #1:

Health Services is requesting one-time funding in the amount of \$14,712.35 to support wellness exams and testing beginning in the spring semester of FY25.

The one-time funding will provide medical office supplies, equipment and for direct student services.

Our request is a two part request:

- A. Request #1 for \$8675.00 for wellness exams and Testing.
- B. Request #2 for \$6,037.35 for medical supplies and equipment.



Request for Wellness Exams and Testing: Rationale

Health Services would like to offer 30 students free wellness exams.

- Free testing will support students who come to the clinic for wellness exams but have no insurance or inadequate funding to pay for the exam.
- The more students who are aware of our services will bring awareness of the Health Services Clinic and of the Nurse Practitioner.

Request for Wellness Exams and Testing: Rationale Continued:

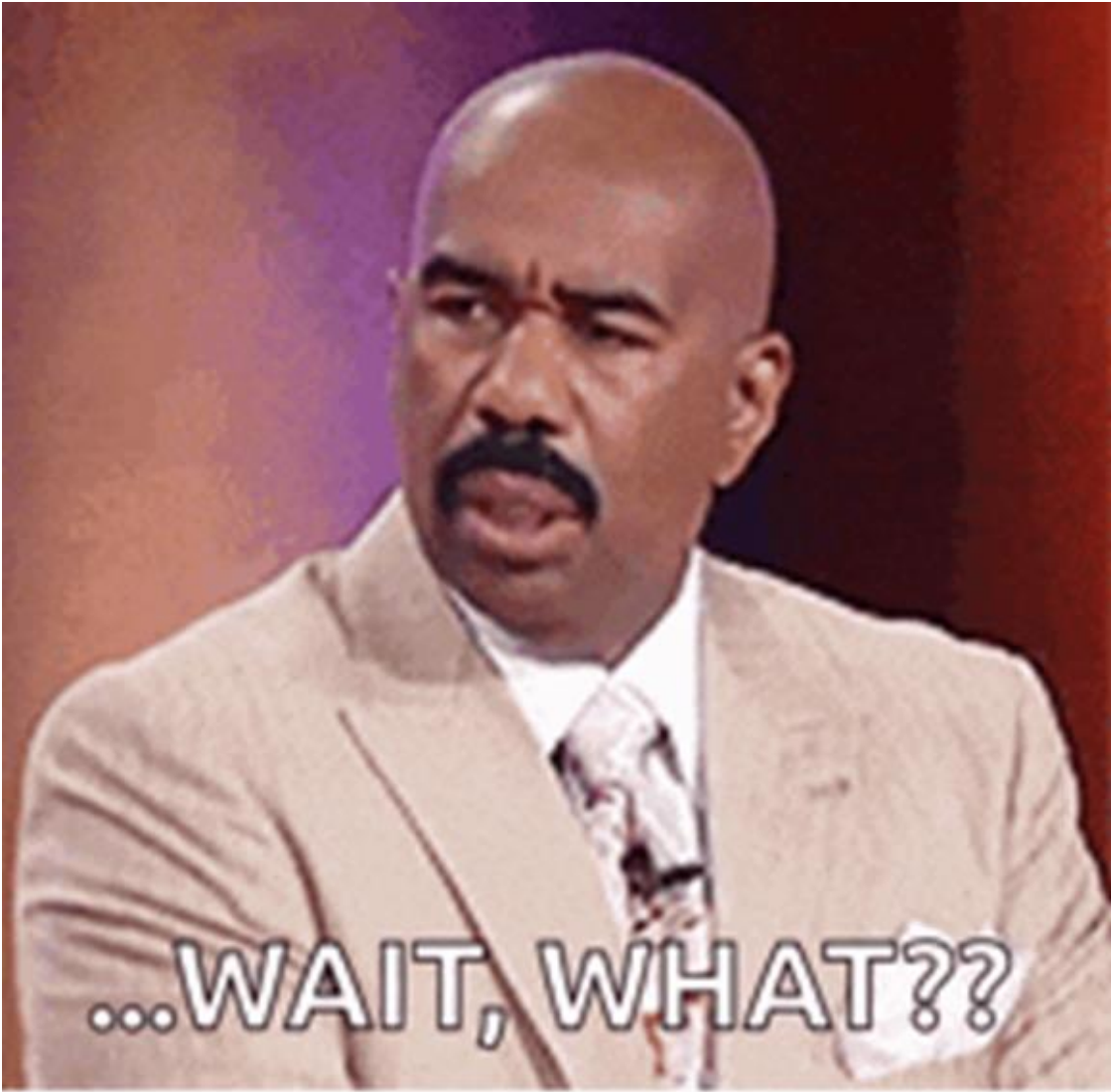
- Health Services will provide financial support and promote health education supporting the academic goals of students.
- Students who continue services, this would increase revenue for future health exams and testing.

Request #1 Includes:

- Wellness Exams and Lab Testing – Cost \$75.21: Total Request - \$2,256.30.
- Cervical Cancer Testing – Cost \$65.50: Total Request - \$1,965.00.
- Diabetes Hg A1C Testing – Cost \$10.64: Total Request - \$319.20.
- HIV Testing – Cost \$20.64: Total Request - \$619.20.
- Heart Health Lipid Panel – Cost \$15.53: Total Cost - \$465.90.
- STI Testing – Cost \$42.08: Total Cost - \$1262.40.
- Epi-pen – Cost \$800.00.
- I-pads – Point and Click Student Health Statistic Input – Cost \$987.00
- Total Exam, Testing and Technical Support Costs - \$8675.00

SFAC Request #2:

REQUEST:	PRICING:
Electrosurgical Unit Hyfrecator® 2000	\$1250.71
Hyfrecator Stand Aaron® Metal 30 Inch Silver	\$475.91
3.5V Diagnostic Desk Set Welch Allyn for use with Primary Exam X2	\$2250.78
Welch Allyn 490 Green Series Minor Procedure Headlight	\$823.00
Phenol 25% 2 oz.	\$90.06
Cantharone plus 7.5 mL	\$119.95
Procedure supplies (scissors, needle holder, forceps, smaller size curette, hemostat, knife handle, cold sterilization basin with top with handle)	\$800.00
Mayo Instrument Stand Hand Operated Single Post U-Shaped Base Small Tray	\$226.94
TOTAL REQUEST:	\$6,037.35



Electrosurgical Unit Hyfrecator[®] 2000 and Stand

The Hyfrecator 2000 is a multi-function electrosurgical generator used for a range of applications, including:

- Skin surgery: The Hyfrecator 2000 can remove lesions, warts, skin tags, and other blemishes.
- Bleeding control: The Hyfrecator 2000 can be used to control bleeding in office surgery



3.5V Diagnostic Desk Set Welch Allyn

Tools to help examine the eyes, ears, nose and throat.



Welch Allyn 490 Green Series Minor Procedure Headlight



Phenol and Cantharone (Beetle juice)

Cantharone is a naturally occurring substance that male blister beetles secrete as a gift to females during mating. The female beetle then places the substance over her eggs to protect them from predators.



Procedure Supplies and Tray:



So, why do we want all these things?



- The purchase of these medical office supplies and equipment will allow the UHCL clinic to offer a broader range of services including minor medical procedures that are able to be performed in the clinic.
- This will benefit our students with and without the student health insurance by offering convenience and reducing the number of students that are referred outside the clinic for services.
- This will result in fewer out-of-pocket costs for students with the student health insurance and low-cost services for self-paying students that need treatment that they may not otherwise be able to afford.

What do you mean...“broader range of services”?

Minor surgical procedures are safe, quick, and performed in a sterile environment using local anesthesia.

- Removing cysts or growths
- Applying or removing stitches
- Removing foreign objects from the skin, nose, or ears
- Incision and drainage
- Biopsies
- Wart removal
- Toenail removal
- Skin tag removal

WARNING





*“Students must be
HEALTHY
to be educated and
EDUCATED
to be healthy.”*

Thank you for your time and
consideration!

