

University of Akron  
Student Health Services  
Administrative Activities Review (AAR)

August, 2018

Student Health Services (SHS) as an integral office in the Division of Student Affairs, has the mission the provision of high-quality, easily accessible, low cost health care to the University of Akron campus community. The main focus and commitment of SHS is and has always been the belief that when students are physically and mentally healthy, they are more likely to be academically successful, and will thus have a better chance of reaching their academic goals. College health plays a critical role in the retention, progression, and program completion of students by providing access to and/or coordination of quality, affordable, convenient health and wellness services and programs delivered by professionals who are attuned to the unique stressors and needs of college students. College health clinics very often represent their first experience with managing their own health and accessing the healthcare system.

Striving to build an intentional culture of inclusiveness, SHS has partnered with many campus and community entities to assist students to not only learn about practices that support personal well-being and healthy lifestyles, but also assist them in returning a state of wellness.

- **Mission Statement:** To provide culturally competent, evidence-based, patient focused health care for students, faculty and staff, as well as clinical expertise to fulfill degree requirements.
- **Vision Statement:** To be the provider of choice for student health care needs for the University of Akron community, and an integral part of the University's interprofessional educational mission.
- **Services:**
  - Diagnosis and treatment of acute/chronic illness and injury.
  - Referrals to higher levels of care as indicated.
  - Physical exams for clinical, research and employment experiences.
  - Diagnosis and treatment of mental illness in partnership with the Counseling and Testing Center.
  - Vaccines.
  - NCAA mandated Sickle cell disease testing for all athletes.
  - Fit Testing for employees in Physical Facilities Operation Center.
  - Health and wellness education.
  - Student and parent orientation activities.

- Support wellness initiatives that encourage healthy lifestyle choices and personal responsibility. This includes the Alcohol and Other Drug Task Force.
- Public health resource on campus to provide medical expertise to University leadership on multiple standing committees and emergency management teams.
- Acting liaison for the Student Educational Benefit Trust Company (SEBT) and International Program students.
- Meaningful clinical experience for students of the College of Health professions building on established curricula.
- **Critical Partners**
  - **Unity Health Network**
    - The Ohio Nurse Practice Act mandates creation of a Standard Care Arrangement outlining a collaboration with the Nurse Practitioners and a physician in the State of Ohio. Dr. Ruchi Taliwal has entered into such an arrangement with SHS. She is also a referral source for care that exceeds the scope of this clinic and is considered a Tier 1 provider for those who are Student Educational Benefit Trust (SEBT) beneficiaries.
    - Through this partnership there is a contract for the use of E Clinical Works, an electronic medical record (EMR).
  - **Counseling and Testing Center**
    - Reciprocal care for those requiring medical and psychological management of mental illness.
    - ADHD testing for those requesting stimulant medications.
    - Shared responsibility for NSO with CTC and OA.
  - **Portage Path Behavioral Health Zips Clinic**
  - **Office of Accessibility**
    - Documentation of need and determination of services available in those who may have need for accommodations.
    - Shared responsibility for NSO with CTC and OA.
  - **Dean of Students Office**
    - In very early stage of creating a peer educator group.
    - Allison Franco and Lisa Ritenour have taken BACCHUS training in order to train this group to provide campus-wide health and wellness education.
    - SAVE Team and SAVE Leadership team membership.
  - **Rape Crisis Center**
  - **Alcohol and Other Drug Task Force membership**
    - Multiple campus departments-CTC, Res Life, UA Foundation, Athletics, Dean of Students, UAPD, Communications, HR, Dept. of Social Work, Office of General Counsel, SRWC, Adult Focus, Rape Crisis Center.

- Community Partners-Summit County Health Department, Summit County ADM Board, Off-campus housing complexes-Depot and Edge
    - Partnered with The Ohio State University to do the College Prescription Drug Study during Spring Semester 2018.
  - Planned Parenthood
    - Monthly free sexually transmitted illness testing.
    - Women's health concerns exceeding SHS scope.
  - CANAPI
    - Monthly free HIV testing.
    - Referral source for free testing on walk-in basis.
  - Student Educational Benefit Trust
    - Contracted provider of UA Student Health Insurance.
    - Provides funding for student insurance liaison.
- **End-users of our services**
  - All registered students-90% of encounter volume
  - Faculty and Staff-10% of encounter volume, not including 467 flu shots for UA employees.
  - All campus individuals and groups requesting health and wellness education
    - NSO
    - Akron Experience classes
    - Alcohol Awareness Week
    - Residence Hall Assistants
    - Health Fairs at Law School
    - SAVE Awareness event
    - Taking Care Week
    - Choose Ohio First class
    - International Student Orientation
    - LGBTQ Student Org Information session and picnic
    - Women's Health Week
    - Employee Health Fair
    - Safe Spring Break Zipmail
    - Vaccines
- **Key Performance Analysis**
  - Encounters for provider care/testing/physicals/vaccines

| Semester | FY<br>2015-<br>2016 | Enrollment | FY<br>2016-<br>2017 | Enrollment | FY<br>2017-<br>2018 | Enrollment |
|----------|---------------------|------------|---------------------|------------|---------------------|------------|
| Fall     | 2176                | 23,313     | 2319                | 21,352     | 2275                | 20,481     |
| Spring   | 3175                | 21,453     | 1745                | 19,953     | 1635                | 19,037     |
|          | 5351                |            | 4064                |            | 3910                |            |

Notes regarding volume:

- Patient volume is affected by enrollment, most especially Residence hall and international student numbers.
- There has been a gradual rise in number of visits by international students.
  - They are required to carry the SEBT plan. As a capitated plan, SHS receives \$5/Month/Student which results in revenue for SHS, and a gradual decrease in dependence on general fund support.
  - This benefit plan allows for visits at no out-of-pocket cost for a student to be seen in SHS. While not collecting a visit fee, this is far offset by capitation fees.
  - More domestic students are purchasing this plan, especially graduate students and non-traditional, adults students who are no longer covered by parents.
    - Fall 2017-276 students.
    - Spring 2018- 264 students.
  - Awareness of plan and services has improved due to more orientation events for all.
- Due to SHS taking over provision of influenza vaccine to faculty/staff, more of this population is utilizing SHS for episodic care.
- Although we have outbreaks of illness that are affected by time of year/season, we have had no unusual numbers of cases.
- Common diagnoses:
  - Viral illness
  - Mental health diagnosis and treatment
  - Upper respiratory illness/strep
  - Dermatitis

- Physical exams
- Sexually transmitted illnesses with a brief time of increase in chlamydia during Spring of 2017 and 2018 after Spring break.
- Family planning/contraceptive management
- **Alcohol and Other Drug Task Force**
  - While not the exclusive responsibility of SHS, leadership for this team is within SHS.
  - Formed in early Spring of 2017, this team consists of numerous campus and community members. (See critical partner section).
  - Much of 2017-2018 was spent creating a strategic plan.
  - Successes:
    - Strategic plan created
    - Formation of sub-committees
    - Creation of Campus Recovery Community that includes a Student Organization-“Roos in Recovery”
    - Awaiting word on SAMSHA grant application submitted by Dr. John Ellis-CHP. This will fund many opportunities that address mental health and AOD initiatives
    - Programming sub-committee has participated in education sessions as noted above in end user section
    - Assessment sub-committee has worked on analyzing data in order to complete the DFSCA biannual report. Also able to submit AOD questions to the SAVE team to include in campus climate survey. This data will be used to address the social norms of UA community, and to develop programming that has been found to be effective in our population.
    - Communication sub-committee has been working on website creation.
  - Most significant challenge is finding the resources to operationalize programming. Lisa Ritenour (SHS) and Allison Franco (dean of Students Office) have completed training that will allow them to form and train a peer educator team.
- **Clinical experiential learning for CHP hosted 2017-2018 fiscal year:**
  - 21 Bachelor of Nursing students.
  - 2 Master of Science students.
  - 8 Exercise Science Students.

- Due to uniformity of curriculum, these numbers remain similar every year. Students are required to create and deliver some form of peer health education.
- **Tuberculosis testing for incoming International Students:**
  - Partnering with the Office of International Studies, a proposal was presented to the Rec and Wellness Committee. Revisions were made then presented to University Council. This endeavor was approved and will be instituted in Fall 2018.

## Resources (See appendix A)

### ○ Personnel

#### ▪ Director of Student Health Services (Alma Olson, DNP)

- Responsible for day-to-day operations of the clinic, including personnel supervision, liaison for all UA departments, outside organizations and vendors.
- As an Advanced Practice Nurse, provider of medical care, and responsible for all students seeking care for mental health issues.
- Chair of AOD Task Force.
- Chair of AOD Programming sub-committee.
- EOG Team member.
- SAVE Leadership and SAVE team member.
- HIPAA Compliance Officer for UA.
- OCHA Board Immediate Past President.
- Member of CPAC.

#### ▪ Advanced Practice Nurses(2)

##### ○ Lisa Ritenour, CNP

- Contract professional-Full time.
- Direct patient care-diagnosis and treatment.
- Train-the Trainer for peer educators.
- Passion for patient education.
- Licensed wellness coach.

##### ○ Mary Ann Kaplan, CNP

- Unclassified staff- 20 hours /week. Only works during Fall/Spring semesters.
- Direct patient care-diagnosis and treatment.
- Mostly women's health.

##### ○ Registered Nurses (3)

- Megan Nichols, RN-Full Time.
- Beth Scott, RN, PT-24 hrs/week.
- Amanda Brenner, RN-as needed to cover open shifts due to PTO.
- Patient triage, phlebotomy, vaccines, procedures within their scope of practice, communication with students, NSO, Parent orientations, health fairs, supervise students, supply management, assist NPs in provision of care, assist in front office duties.
- Megan is also responsible for AOD programming, NSO and EOG alternate.
- Medical Secretary (1)
  - Patricia Asbury.
  - Scheduling, check-in, check-out, accounts payable, collection of fees, phone communication, collection of metrics, supply management.
- Challenges
  - When comparing SHS staffing with institutions of similar size/enrollment, we are markedly understaffed. This affects access to care.
  - Due to Ohio nurse practice laws, the APNs are required to be part of a standard care arrangement (SCA) with an Ohio physician in order to provide care. This is contracted with an outside provider. While this is sufficient it would be better to have a physician on staff.
  - Another great need, and essential to campus health and wellness, is a Health Educator who could provide programming and outreach for all campus constituencies. This is especially true for AOD concerns.
- Financials (see Appendix B)
- Equipment and Technology
  - Office Practicum
    - Upon transitioning to a contract with Unity Health Network, the partnership offered us access to E Clinical Works, an electronic medical record.
    - In June Office Practicum discontinued this service.
    - At that time SHS and CHP contracted with Ellkay, an outside medical record management vendor to migrate our 10,000+ charts, and the

charts from the Nursing Center for Community Health, to hard drives that are now being housed and managed in the Office of General Council.

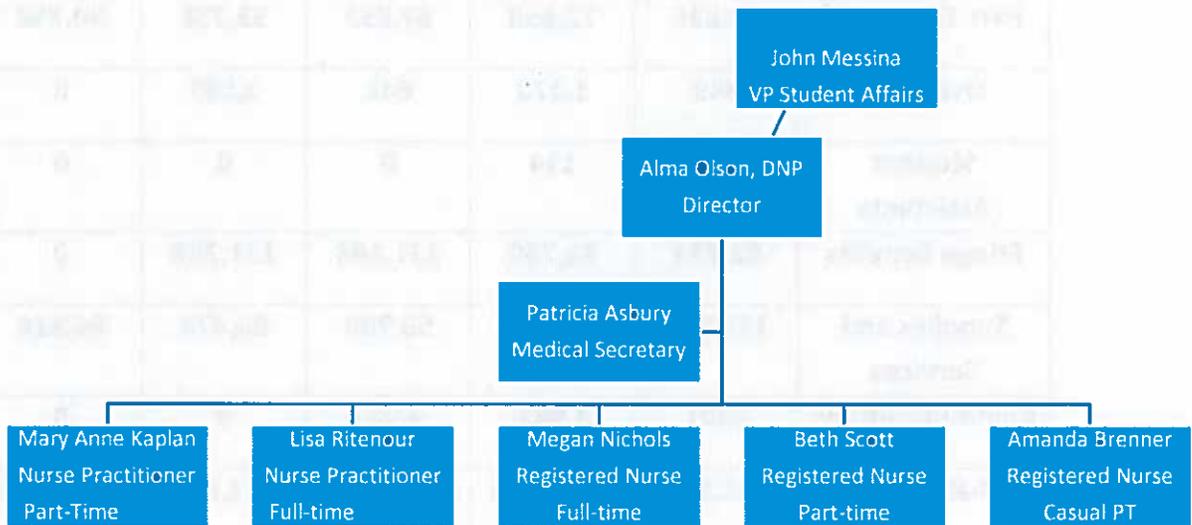
- Most point of care testing is done manually, and the equipment necessary is provided by our reference lab, Quest Diagnostics.
- No immediate need for equipment.
- Two new desktop computers were recently purchased. New laptops may be needed within next year. These are needed for direct patient care/EMR use.
- **Space:** Located on the main floor of the Student Recreation and Wellness Center, SHS has 6 exam rooms. One room is equipped for procedures, one is designed for women's health, and the other 4 are typical medical exam rooms. There is a small waiting area and front office. There is also a lab area where we perform point of care testing, and another room that is intended for mental health counseling. While remote to some areas of campus, it is appropriate that we the clinic housed in this facility due to the health and wellness connection.

#### **Future Plans:**

- Mandatory Tb testing for all incoming international students.
- Peer Educator recruitment and training.
- Vaccine monitoring with eventual minimum vaccine mandate.
  - In benchmarking, UA is one of 2 MAC and Ohio state institutions that do not mandate vaccines. In looking at information from Res. Life, Meningitis B vaccine is underused.
  - Assist international students in obtaining vaccines.
- Transition to Anthem BC/BS as administrator of SHIP plan.
- AOD Task Force
  - Expand student and parent-focused appropriate outreach, education for AOD concerns.
  - New students to SHS are currently screen for alcohol use, but will expand to more specific problem use for those who have positive alcohol screens. This involves brief motivational interviewing. There is a need for staff education to be able to do this, or rely on the resources of CTC if possible.
  - Encourage completion of Alcohol Edu by all students in whatever venue possible.
  - Partner with SAVE/RCC in providing education regarding the connection between alcohol use and sexual assault/domestic violence.
  - Be an advocate for the Campus Recovery Community.
- Continue to increase awareness of clinic services to faculty and staff, with possible partnership with HR in not only provision of flu shots, but possibly wellness/disease screening.

- **Trend:** At a crossroad as far as health care insurance in the USA, the ACA is no longer stable. Student health insurance may be the only way some of our students can remain insured. It is essential to remain informed and work to inform students and parents of options.

**Appendix A  
Organizational Chart**



**Appendix B  
Financials 200670**

| <b>Account</b>                | <b>2015<br/>Expended</b> | <b>2016<br/>Expended</b> | <b>2017<br/>Expended</b> | <b>2018<br/>Expended</b> | <b>2019<br/>Budgeted</b> |
|-------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| <b>Administration</b>         | <b>96,750</b>            | <b>98,394</b>            | <b>140,033</b>           | <b>183,900</b>           | <b>181,900</b>           |
| <b>Full-Time Staff</b>        | <b>73,800</b>            | <b>49,241</b>            | <b>59,492</b>            | <b>86,286</b>            | <b>85,430</b>            |
| <b>Part-Time Staff</b>        | <b>69,836</b>            | <b>72,850</b>            | <b>67,853</b>            | <b>53,756</b>            | <b>50,756</b>            |
| <b>Overtime</b>               | <b>549</b>               | <b>1,170</b>             | <b>642</b>               | <b>1,587</b>             | <b>0</b>                 |
| <b>Student Assistants</b>     | <b>358</b>               | <b>114</b>               | <b>0</b>                 | <b>0</b>                 | <b>0</b>                 |
| <b>Fringe Benefits</b>        | <b>82,833</b>            | <b>81,750</b>            | <b>131,268</b>           | <b>131,268</b>           | <b>0</b>                 |
| <b>Supplies and Services</b>  | <b>129,181</b>           | <b>153,476</b>           | <b>53,798</b>            | <b>80,474</b>            | <b>86,814</b>            |
| <b>Communications</b>         | <b>4801</b>              | <b>3,983</b>             | <b>3,983</b>             | <b>0</b>                 | <b>0</b>                 |
| <b>Charge Back</b>            | <b>(101,965)</b>         | <b>(109,201)</b>         | <b>(142,234)</b>         | <b>(141,369)</b>         | <b>(143,888)</b>         |
| <b>Equipment</b>              | <b>0</b>                 | <b>0</b>                 | <b>0</b>                 | <b>0</b>                 | <b>0</b>                 |
| <b>Travel and Hospitality</b> | <b>5441</b>              | <b>1,360</b>             | <b>519</b>               | <b>2,427</b>             | <b>2,500</b>             |
|                               | <b>361,585</b>           | <b>353,139</b>           | <b>292,842</b>           | <b>398,329</b>           | <b>263,490</b>           |

**Account details**

| <b>Account</b>         | <b>Details</b>                          | <b>Notes</b>   |
|------------------------|---|--|
| <b>Administration</b>  | Inclusive of all contract professionals | 2017 increase reflects addition of NP who transferred to SHS from the Nursing Center for Community Health when SHS was part of CHP                         |
| <b>Full-Time Staff</b> |   | 2015-Included secretary and Assistant Director<br>2016-Asst. Director eliminated in layoff<br>2017-Part-Time RN worked FT until permanent FT RN hired 1/17 |

|                              |  |  |
|------------------------------|--|--|
| <b>Part-Time Staff</b>       | Inclusive of all RNs who are not full-time   | Fluctuates dependent on need. Nancy Granger rehired as PT RN, the retired permanently Fall of 2017.  |
| <b>Overtime</b>              |  | Medical Secretary is sole provider of front office duties and sometimes needs to come in early or remain past scheduled hours due to need. Same is true for FT RN during times when no other RN is available.  |
| <b>Fringe Benefits</b>       |  | Increased in 2017 due to full-time personnel.  |
| <b>Supplies and Services</b> | <ul style="list-style-type: none"> <li>-Children's Hospital physician contract</li> <li>-Vaccines</li> <li>-Medications</li> <li>-Supplies</li> <li>-SCA with Bow Tie Medical and Unity Health Network</li> <li>-Office Practicum and E Clinical Works EMRs</li> <li>-Migration of medical records</li> <li>-Lab services</li> <li>-ACHA membership</li> </ul> | <p><b>2016</b>-Children's Hospital Akron(CHA) and Bow Tie Medical contracts for Standard Care Arrangements (SCA) in place in this FY. EMR was Office Practicum/Connexin and initially covered by IT budget. We paid \$18,000 this FY for use of OP EMR. We were transferred to CHP during this time.</p> <p><b>2017</b>- FT NP transferred from CHP to SHS budget. CHA contract discontinued. Bow Tie SCA in place and significantly cheaper. We became NP only clinic, and transferred back to Student Affairs Division. In June the contract with BowTie was discontinued and we signed a contract with Unity Health Network for SCA and us of E-Clinical Works EMR. OP EMR became read-only access (\$100/mo). Prior to this year all lab work needed for care was required to be paid by student. This resulted in higher service fees but also more revenue to charge back acct. We switched to using insurance claim submission. This resulted in lower lab fees.</p> <p><b>2018</b>-\$8500 cost for migration of patient records. BACCHUS training for Lisa Ritenour and Allison Franco</p> |
| <b>Charge Back</b>           | Funds received from:<br>-SEBT capitation   | <b>2017</b> -Significant increase in revenue due to adopting SEBT insurance for international, and to  |

|                               |  |  |
|-------------------------------|--|--|
|                               | -Services provided to athletics or faculty/staff with work-related need or flu vaccines<br>-Visit fees/meds/supplies | a lesser degree, domestic students. We were given \$5.00/month/student resulting in \$70,000 in revenue. |
| <b>Travel and Hospitality</b> |  | Only used for travel of Director to American College Health Association yearly meeting                   |