Student Health and CAPS Program Review

November 2012

Background

The IUPUI Student Health and CAPS programs were reviewed using the Guidelines for Program Review for Service Units at IUPUI as revised 11/2010. The reviewers examined the detailed self-study documents prepared by the Student Health Services and the Counseling and Psychological Services programs. The reviewers were also asked to answer the following additional questions.

Counseling and Psychological Services (CAPS)

1. What are the strengths of the unit? What key elements of typical programs and services are in place?

2. What key elements of typical programs and services are missing or underdeveloped?

3. What are the most important programs and services to develop given the anticipated doubling of students on campus in the next few years?

4. How should funding for unit expansion be pursued?

Student Health Services

1. What are the strengths of Student Health Services at present? What are the weaknesses as present?

2. Given the increasing numbers of students that are living on campus or very near campus, how should Student Health accomplish the following goals?
   a. Provide quality low-cost medical care to students
   b. Provide worthwhile preventive health care (e.g. flu shots, other vaccines, contraception, etc.) to as many students as possible.
   c. Serve as the public health department for the campus

3. Would a comprehensive wellness center at IUPUI contribute to the success of Student health meeting these goals (in addition to meeting the goals of Campus Recreation)?

Student Health Services and Counseling and Psychological Services programs on university campuses exist in order to improve student success and wellbeing, provide critical services to meet the university’s mission and offer a site for the training of students. As such, the Student
Health Services and Counseling and Psychological Services programs utilize university resources in order to carry out these missions.

Student Health and Counseling and Psychological Services are an integral part of the University’s overall operation. Many of the necessary activities of Student Health and Counseling and Psychological Services are not billable to individual students. They are functions carried out to assist the University in securing student health and wellness. On many campuses, the student health and counseling center directors are viewed as the Chief Medical or Public Health Officer and Chief Mental Health Officer or Psychologist serving as critical resources during campus emergencies and as administrative consultants for a variety of staff, student, and/or policy issues.

The Student Health and Counseling and Psychological Services programs are essential University units as students often have limited knowledge of how to obtain quality medical and/or psychological services. As the residential student population of IUPUI grows, students will look to the University to provide a range of wellness related services with mental and physical healthcare being of primary importance.

It is generally recognized that emotional and social issues are one of the primary factors in undermining student success. Easy access to low-cost, health and psychological services increases student success and retention as those students likely impacted with significant health and psychological issues are able to better manage associated stressors and improve their problem solving skills and resiliency.

The diversity in students who are coming to universities continues to increase. Of importance to health and psychological service programs are the students who have significant medical or psychological illnesses or disease. These students have received such good care during their secondary education that they can look forward to attending and graduating from a university. In the past such students would not have even been admitted to a university. However, these students require extra health and psychological services in order to be successful. This includes medical conditions that may require thousands of dollars a month in medication costs or multiple visits to the health or psychological services per month.

As noted above, when universities begin to increase their residential population, the need for health and psychological services increase. Students no longer need care for the few hours that they are on campus. Students will need some degree of service availability throughout the day and evening, on weekdays and weekends, and during semester and summer breaks.

IUPUI is planning on increasing the number of students who live on campus. In addition, IUPUI is planning on increasing the number of enrolled students. In view of the issues discussed above, IUPUI health and psychological services are at the threshold of moving on to the next level of increased services to assist in the retention and success of IUPUI students.
Recommendation 1: Launch Campus-Wide Health and Wellness Initiative

A. Create a new unit within the Division of Student life that encompasses health promotion and advocacy. Initial staffing for the position could include the current health promotion staff from health services and the new/proposed AOD educator from psychological services. It is recommended that his unit be placed under the supervision of the Assistant Vice Chancellor for Student Life so as to facilitate collaboration among the Health Promotion and Student Advocacy, Health Services, and Counseling and Psychological Services units.

B. Establish a campus-wide “IUPUI Health and Wellness Task Force” -- composed of students, staff, faculty and administrators -- that is responsible for integrating student, staff, and faculty wellness initiatives and for recommending and coordinating programs and resources to promote health across and at every level of the IUPUI campus community. It is recommended that and initial focus of task force is to examine the current health and wellness facilities and develop short-term and long-term plans to meet with space requirements for all IUPUI health and wellness related units. This would include immediate action to address the expansion of Campus Center Student Health services.

C. Create a sexual assault advocate position within the Health and Wellness Division and explore possibility of Department of Justice grant to help establish and finance program.

D. Consider adding a graduate assistant or student worker staff to facilitate operations of the new Health Promotion and Student Advocacy unit possibly in conjunction with School of Public Health or Education.

E. Participate in National College Health Assessment (NCHA) to be administered every 2-3 years for program planning.

F. Develop a long-term space plan and consider the development of a new facility utilizing ecological, integrated, coordinated services for wellness and health promotion, campus health, psychological services and campus recreation.
Recommendation 2: Financing for Student Health and Wellness

A. University Sponsored Student Insurance Program

1. Consolidate student insurance products into a single plan which will meet meaningful use mandates and merges risk pools.

2. Require insurance carrier to provide capitation payment for primary care services provided at IUPUI Health Center insuring a steady funding stream for student health.

3. Require insurance carrier to provide an onsite Student Insurance Advocate on IUPUI campus to help with hard waiver management, graduate assistant enrollment and claims processing.

B. Explore possibility of mandatory health insurance requirement for all students.

C. Eliminate cash payment system as primary means of payment for services at the health center and either bill insurance directly or utilize mandatory health fee to cover basic services.

D. Develop infrastructure to bill third party insurers by credential providers and establishing billing operation for claims management.

E. Explore instituting a health fee for to cover non-billable services such as health promotion, sexual assault advocate, bloodborne pathogen exposures and expanded psychological and psychiatric services.

F. Create a development plan for student health and counseling services so as to increase private donor resources.
**Recommendation 3: Enhance and Expand Student Health Services (SHS)**

A. Expand services at the Campus Center Student Health Office which has been well received by the students.

B. Engage a consultant to review current space utilization and workflow so as to optimize existing space within the Coleman facility.

C. Consider adding additional providers (MD or midlevel) in order to be able to bill commercial insurance at the health service for services currently provided by RNs. This would increase service capacity for services provided to students and decrease competition between student and employees for service availability.

D. Upgrade finishes in waiting area to modernize space and allow for the hallway door to elevator lobby to remain closed for privacy.

E. Develop computer interfaces between University PeopleSoft system and eClinical Works to improve/simplify patient registration process for both students and employees.

F. Develop a marketing plan for student health services including primary care, travel medicine, women’s health and occupational exposures.

G. Expand services at Campus Center

H. Eliminate financial barrier to bloodborne pathogen evaluations, testing, and initial treatment for all students enrolled in healthcare related fields by establishing a funding mechanism through student fees or individual school support.

I. Healthcare IT Support

   1. Procure IT support to maximize the potential of eClinical Works electronic medical record, troubleshoot problems on-site to prevent lengthy interruptions, provide training for staff and implementation and maintenance of proposed insurance billing software, and proposed insurance billing service.

   2. Acquire expertise to exploit tools in eClinicalWorks to improve work flow, documentation, billing, reimbursement and reduce redundancy.

   3. Investigate bidirectional data exchange interface with state immunization registry and hospital employee health systems to reduce redundant data entry.

   4. Investigate mass immunization in eClinicalWorks to reduce data entry.
Recommendation 4: Enhance and Expand Capacity at Counseling and Psychological Services (CAPS)

A. Review wait list policy and procedures to allow for ongoing and frequent assessment (telephone, email, in-person) with waitlist clients to assure timely and appropriate access for CAPS clients and to reduce liability.

B. Increase psychiatry service hours in counseling center by hiring psychiatric nurse practitioner or consulting psychiatrist.

C. Avoid segregating psychiatry and counseling records or the appearance that they are segregated, by eliminate the request for patient onset to share records with professional staff at CAPS

D. Develop policy and procedures whereby staff do not walk or drive students in crisis to emergency room so as to reduce liability associated with current transport procedures.

E. Eliminate students from front desk roles to maintain privacy and confidentiality of clients.

F. Create new permanent administrative position to replace the part-time student positions.

G. Adjust all CAPS salaries so that they meet average salary levels as indicated by similar sized institutions in the Association for University and College Counseling Center Directors Survey.

H. Establish goal to increase the percentage of doctoral and master level professional staff that do not have prior training experience with IUPUI CAPS to 50%.

I. Fill currently vacant Assistant Director for Clinical Services position immediately.

J. Hire certified and licensed substance abuse counselor.

K. Develop workload expectations for counselors based on national working averages from the Association for University and College Counseling Center Directors Survey.

L. Explore possibility of establishing a Counselor in Residence within an IUPUI residential community to provide non-clinical programming and after-hours consultation services.

M. Reduce Director’s clinical case load and duties to allow her to dedicate more time to administrative duties and responsibilities.

N. Develop professional development plan for professional staff that includes clinical issues, diversity/social justice and administrative skills.
Recommendation 4: Enhance and Expand Capacity at Counseling and Psychological Services (CAPS) (CONTINUED)

O. Increase Directors or Assistant Directors participation with relevant professional organizations to increase support in the performance of their administrative roles (e.g., AUCCCD, ACCTA, ACCCCS, or ACHA).

P. Develop short-term space plan to accommodate initial surge in utilization as new residential halls come on line.

Q. Consider providing mandated counseling and assessment services to expand CAPS involvement in securing campus safety/integrity. The International Association of Counseling Services states in their standards that “Counseling centers may provide mandatory assessment and related services with informed consent of clients, as well as other consultations to campus units, but must not make or be responsible for admissions, disciplinary, curricular or other administrative decisions involving students” (page 2www.iacsinc.org/IACS%20STANDARDS%20rev%202010-3-11.pdf).

R. Expand CAPS generalist clinical staff by a minimum of 2 FTE mental health professionals.

S. Provide after-hours coverage for mental health emergencies.

T. Create a of case manager position for the Behavioral Consultation Team and/or psychological services.

U. Create foundation accounts for counseling, health wellness and health service to support service provision and general operations.
**Recommendation 5: Student Insurance Coverage**

A. Conduct a study of the extent and nature of health insurance coverage and needs of all IUPUI students. The study should consider the following:

1. The financial impact of uninsured students on IU Health System and Wishard Hospital.
2. The impact of illness and medical bankruptcy on retention and graduation rates.
3. Changes in health insurance rules and regulations associated with the implementation of the Affordable Care Act as well as state-level changes in health policy.
4. Risk management and liability issues for uninsured students who are injured in course of studies (e.g., lacerated tendon during art class from knife, burns received in chemistry experiment explosion, and ankle fracture during soccer class).
5. Provide Bloodborne Pathogen Exposure coverage for ALL students in health related fields including medicine, dentistry, nursing, etc...

B. Initiate a Student Health Insurance Task Force which would include director of counseling center and health center at IUPUI to evaluate current student insurance programs at University and/or IU-Bloomington level

1. Consider consolidating student insurance products into a single plan which will meet meaningful use mandates and merge risk pools.
2. Ensure primary care services, routine health maintenance, pre-existing conditions, immunizations, mental health parity are addressed in any plan.
3. Negotiate for insurance carrier to provide Insurance Advocate on IUPUI campus to help with hard waiver management, graduate assistant enrollment and claims processing.
4. Negotiate with University sponsored insurance plan to provide capitation payment for primary care services provided at IUPUI Health Center insuring a steady funding stream for student health.
Findings: Counseling and Psychological Services (CAPS)

1. Strengths

- Extremely dedicated and engaged staff
- Excellent range of services provided
- Well respected within division and throughout university
- Excellent utilization of Titanium software system
- Excellent metrics and data analysis
- Strong competitive training program
- Strong on campus training (e.g., RA training, etc.)
- Psychiatric services
- Good assessment service/process
- Good fee structure
- Strong advocacy across campus for mental health issues and unit
- Has an established role in crisis teams which is respected and utilized across campus
- Current facility has good layout and is nicely appointed
- CPAS helpful in providing and assisting with ADA accommodations
- Groups have been positively received by staff and students
- Liaison program tying specific counselors to certain units or groups has been well received.
- Education/tools for difficult students with Asperger's, ADD, etc.

2. Weaknesses

- Case load expectation for staff unclear
- Directors clinical case load is TOO high
- Lack of differentiation between Director and clinical service responsibilities
- Administrators do not appear to be actively engaged with relevant professional organizations
- Insufficient clinical staff for population served (below national average)
- Insufficient psychiatric services.
- Intake procedure may not be the most efficient
- Waitlist clients are not managed or monitored clinically
- Lack of clear professional development plan for professional staff
- Unclear as the involvement on CAPS in addressing serious student of concern issues especially in the campus safety area
- Travel distance to CAPS, especially for students with disabilities
- Waiting time for psychiatric appointments
- Uninsured students utilizing Wishard Advantage
- Lack of health fees
- Lack of after-hours triage service
- Lack of case manager
3. Opportunities

- Fees for missed sessions, psychiatric services
- Provision of mandated treatment
- Provision of services for drug and alcohol related illnesses
- Partner with Health Service/SOM for health fee, optional fee, and mandatory insurance
- Potential to bill IUPUI student plan for care under blanket billing to health service
- You are the experts for college mental health with no primary challengers
- Partnering with other academic departments for service, teaching or research opportunities
- Medical School counselor working independently trying to manage medical students on 9 campuses.

4. Pressures

- Increasing demand with inadequate number of staff
- Balancing clients, testing and outreach services
- Need for drug and alcohol counselor
- Increasing need for specialized groups/disorders—LGBT, eating disorders
Findings: Student Health Service

1. Strengths

- Professional staff
- Board certified providers
- Dr. Wintermeyer’s commitment to providing service to the students
- Hospitals support of employee health services
- Dr. Wintermeyer’s occupational and pulmonary expertise
- Creation of satellite clinic in student center
- Implementation of electronic medical records
- Low cost of services
- Flexibility of scheduling
- Great care
- Satisfaction surveys
- Proximity to hospitals for more extensive testing such as MRI, CT scan, etc.
- Established, known location to students, faculty and staff and hospital employees.
- Cold and flu kites
- Training for RA’s
- Excellent occupational medicine services
- Patient satisfaction is high
- Creation of student center satellite
- Low cost birth control pills.
- Strong relationships with community referral organizations such as Center for Hope, Wishard Hospital, etc.,
- Medical equipment up to date.
- Student in housing required to meet immunization requirements

2. Weaknesses

- Staff requesting more in-services or training
- Staff do not feel trained on how to deal with urgencies or emergences
- Lack of sexual assault advocate
- Lack of annual staff training retreat
- Lack of meeting space for entire staff for meetings
- Lack of triage training especially for new hires
- All walking appointments which creates flow problems.
- Financial barrier to utilization of services due to cash charges and lack of insurance billing by health service
- Difficult to predetermine cost of visit for student who is asked to pay cash
- Confidentiality of waiting room for students when residents, faculty and staff utilize the same waiting room.
- Lack of communication and/or marketing plan
- High reliance on RNs for delivery of certain services
• Management’s solution is to add staff or don’t give adequate direction to complete project
• Lack of support from SOM
• Lack of X-ray facility on site
• Lack of requirement for health insurance or mandatory health fees
• Inadequate services to support expanding on campus population
• Inability to separate employee health patients from students to ensure that their needs are met.
• Excessive/redundant data entry for immunizations
• Lack of interface to improve demographics and improve registration process
• Entire staff can’t all come to work at once because there isn’t enough space
• Lack of metrics for programming and trending
• Lack of requirement for alcohol education and sexual assault training for all students
• Inability to apply charges to student accounts
• Lack of a clear cash fee schedule
• Lack a champion for student health /health promotion outside of health service
• Lack of health insurance requirement
• Lack of connection to state immunization database
• Medical school financial support
• Lack of observation/treatment room for students requiring prolonged stay or IV treatment
• Lack of clear urgent care for faculty/staff
• Lack of Saturday hours

3. Opportunities

• Campus Health as training site for students and/or residents
• Medical Student Wellness Committee
• Opportunity to possibly expand services in student center
• Extending occupational services to community
• Extending travel medicine service community
• Veteran’s services
• Get DEANs/RCM stake holders to value and support services

4. Pressures

• Increasing request for accommodations for mental health issues
• IU family health/primary care competing for patient
• State financial cuts
• Biometric screening as competitor for student services
• Healthcare reform
• Increasing on campus housing
Conclusions:

IUPUI is fortunate to have two student service units that are dedicated to the provision of high quality services to the University community and have been doing so with limited staff and facility resources. As IUPUI continues to grow and develop, there is an increasing demand to improve health and wellness programming and facilities – Health Services and Counseling and Psychological Services are key units in meeting the community demand and securing student success, retention, and wellness.