



## Request for 2022-23 Funding Services and Activities Fee Committee

### BUDGET PROPOSAL CONTACT INFORMATION

Department Name: Psychological & Wellness Services

Create Date: 02/17/2023

Due Date: 02/17/2023

Submitter Name: Cassandra Nichols

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Department Head Approval:

Department Head: Bernard Anderson, Ph.D.

Requested Amount: \$0

## Departmental Information

### STUDENT UTILIZATION

Student Health Services (SHS) remains committed to providing compassionate, convenient and free health care services for current students at the UW Tacoma. UW Tacoma's contract with Virginia Mason Franciscan Health (formerly CHI Franciscan Health) as Student Health Services to provide primary and urgent care services for UW Tacoma students ends in June 2023. Due to student and employee reported concerns with the quality of care, access to aggregate usage data, and difficulty with the referral process with Virginia Mason Franciscan Health, UW Tacoma recently completed the RFP process to contract Student Health Services to a virtual, telehealth vendor that provides tailored services intended for students of higher education. Considering the rise and success of telehealth due to the COVID-19 pandemic, the shift to tailored telehealth is a part of the emerging trend for institutions of higher education to provide convenient, low-barrier access to a wide range of medical care at no cost to the student.

The new SHS telehealth partner delivers free, equitable, on-demand medical care, mental health support, care navigation, and basic needs assistance, serving as a 24/7 virtual extension of campus health resources with licensed providers in all 50 states who deliver high-quality care whenever and wherever students need it. Students can seamlessly log in to the new telehealth partner's platform – which is both HIPAA and SOC 2 Type II compliant – online or through the mobile application using Single Sign-On (SSO) integrated with UW Tacoma IT software such as Blackboard. Users can select either on-demand medical care and connect to a provider 24/7 within minutes, or choose to schedule an appointment and select the day and time for a visit, as well as the provider who best meets their needs based on a provider's area of expertise and language and/or diversity preferences.

### CORE VALUES/MISSION ALIGNMENT

UW Tacoma recognizes the impact of student well-being on academic performance, success, and retention. Student Health Services (SHS) is a key part of supporting the whole student. SHS aligns with our campus' Strategic Plan goals by providing high quality, accessible and comprehensive medical care to keep students healthy so they can attend classes and engage on-campus (Goal 2: enhance student well-being; expand student support ecosystems).

By increasing support for SHS via telehealth and wellness services and education, UW Tacoma aligns its work with our campus' values for equity and inclusion by working to address systemic barriers that have resulted in some current student prospective communities having less knowledge, power and access to resources that support healthy behaviors, preventative care and access to resources. We recognize that campus health services and resources also play a role in recruitment and retention. SHS also supports UW Tacoma's goal to strengthen collaborative community partnerships with an emphasis on diverse communities 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.

### SAF-FUNDED PROGRAM OR SERVICES GOALS AND OUTCOMES

This upcoming year we aim to increase awareness and usage of the new SHS telehealth partner via an ongoing comprehensive marketing campaign and intentional campus partnerships. SHS continues to collaborate with Student Transition Programs, Student Life, Counseling and Psychological Services, and Disability Resource Services for Students to provide health and wellness education for Pack Advisors, Resident Assistants, Student Leaders, and the general student body. We continue to prioritize collaborations with RSOs, ASUWT, and various Student Affairs and other student support services social media pages to promote SHS access and usage. UW Tacoma's Health Promotion Specialist will continue to reduce barriers to SHS access and information and increase service usage by reorganizing and clarifying existing webpages and adding webpages, and engaging in a variety of health communication and marketing strategies to increase student awareness (e.g., Husky 411, the Ledger, emails, flyers, flat screen images, listservs, and social media), and engaging in conversations with students directly in classrooms and nonacademic settings. Additionally, the Health Promotion Specialist will maintain the relationship between UWT and SHS via regular meetings, strategic use of user data, and working with the SHS team to increase SHS visibility, access, and usage. We continue to offer wrap around support by working with academic program administrators and the Registrar's Office on requirements or obstacles students may be facing in meeting health-related requirements that may affect students' enrollment and/or academic progress. Additionally, we aim to ease the transition from VMFH to the new telehealth SHS partner for current and new students who have accessed SHS in the past with clear and widespread information and direct support from the Health Promotion Specialist.

Many UWT students do not have health insurance, making access to medical care and vaccinations difficult. SHS has continued to meet student needs around access to healthcare services without requiring health insurance. The new SHS telehealth service will offer the same free services that students utilized through the previous contract with Virginia Mason Franciscan Health, including cold and flu symptoms, rashes, burns, and infections, psychiatry

prescriptions, and allergies. Additional expanded services will also be covered, such as increased access to birth control prescriptions, acne related concerns, and sleep problems.

We continue to work with SHS on clarifying and educating students about their options for paying for services that are not covered by SHS. The new telehealth partner offers care coordination and navigation to support students as they seek care via referrals to on and off campus services. Some specific UWT student support service departments on campus regularly refer students to SHS (e.g., Psychological and Wellness Services, Disability Resources for Students), including providing shared, continuity of care, and "wrap around care" services.

This upcoming year we will continue build relationships with and improve awareness rates and education about SHS. We will be implementing the National College Health Assessment (NCHA) so that UWT has a significantly clearer understanding of UWT student health concerns. The NCHA data will inform tailored, evidence-based prevention practices that can improve student well-being and encourage students to engage in a conversation around health and well-being, and access to resources such as SHS.

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

It has been challenging to obtain comprehensive usage data in a timely manner per the SHS contract from Virginia Mason Franciscan Health. The data provided shows that usage rates remain constant over academic years 2021-2022 and 2022-2023. The most commonly used services, through January 2023, at Virginia Mason Franciscan Health were for concerns related to cold and flu symptoms, immunizations, allergies, mental health concerns and establishing psychiatry services, and aches and pains. SHS continues to meet common UWT student healthcare needs with low-barrier access to services. We are excited to work with the new SHS telehealth partner to collect comprehensive usage data in efficient and consistent ways.

**COLLECTION OF FEEDBACK & IMPROVEMENTS**

Receiving timely, comprehensive, and easy to analyze service usage data from our previous SHS partner Virginia Mason Franciscan Health was a challenge. The new SHS telehealth partner will provide consistent, comprehensive, and easy to use usage data to UWT as well as a dedicated representative to assist UWT with understanding and using the data strategically. The new SHS telehealth partner will also hold dedicated and routine meetings to allow for UWT to share any service and/or user concerns and discuss solutions. The UWT Health Promotion Specialist will continue to serve as a liaison between UWT and the new SHS telehealth partner.

The consistent evaluation data that the Health Promotion Specialist will collect from the new SHS telehealth partner will be used to inform SHS marketing and awareness building efforts, and establish a Health and Wellness coalition or working groups that would include UWT students who can provide ongoing recommendations for services and feedback for service improvement based upon students groups they represent, the student experience, and SHS service feedback and NCHA data.

**SERVICE BENEFITS TO STUDENTS**

We know that Student Health Services and health promotion efforts are important for all universities and colleges for supporting student retention and success by providing preventative care, attending to generalized medical care illness and injuries, and management of acute and ongoing illnesses. UWT recognizes how difficult it is for students to succeed academically if they are ill or feeling unwell. UWT continues to not have a full picture of our students' current knowledge, needs, satisfaction, and behaviors related to health and wellness or SHS specifically. The Health Promotion Specialist will assist us with further assessing our students' needs via the NCHA and will be able to implement informed health promotion initiatives in line with best practices to serve students' overall health and wellness.

**Staff Budget Requests**

Category	Details	Amount Requested
	PERSONNEL TOTAL:	\$0

**Other Budget Requests**

Category	Details	Amount Requested
	SUPPLEMENTAL TOTAL:	\$0

PERSONNEL TOTAL:	\$0
SUPPLEMENTAL TOTAL:	\$0
<b>COMPLETE PROPOSAL TOTAL:</b>	<b>\$0</b>

## Supplemental Documents

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## SAFC Proposal - 2023-2024 Student Health Services

### Student Health Services - Promotion Specialist & Title IX

Professional Staff	Suggested annual salary is within market value of Health Promotion Specialist/Health Educator at other public universities in the Pacific Northwest, including UWT peer institution.	\$58,710
	Benefits @ 31.8	\$18,670
<b>TOTAL</b>		<b>\$77,380</b>

### Student Health Services - Services Provider

Non-food Supplies & Materials	Marketing Materials	\$2,000
Contracted Services	CHI Franciscan Contracted Services	\$124,848
<b>TOTAL</b>		<b>\$126,848</b>