Student Health Advisory Council Meeting Minutes

April 5, 2012

Present: Michelle Volz, Reece Quensel, Ashley Artman, Kathy Nelson, Devyn Coveyou, Kathryn Pawley, Lauren Beach, David Nedrelowi

Guests: Dave Golden, Carl Anderson, Ferd Schlapper, and Tom Bilder

COGS Focus Group Update:

• Kathy Nelson summarized the results of the Graduate Student Focus Groups. The full report that was written by the moderators is posted on http://www.cogs.umn.edu. COGS teamed up with Boynton to assess health care for graduate students.
• Moderators were recommended by the Minnesota Evaluation Studies Institute
• 6 different groups – 8 individuals in each group. The only requirement was that they had used Boynton’s services over the last year. There were 2 groups of domestic women, 2 groups of international women, and 1 group of domestic men and 1 group of international men. More women were included because women tend to utilize health care more than men.
• The first question was what their general impressions were of Boynton before they utilized the services. Responses range from convenient, helpful to large, intimidating, overwhelming – a wide range of preconceptions. There were a lot of strengths that Boynton has that the students talked about - the staff were professional, respectful and appreciated the convenience of a clinic on campus.
• The purpose of the focus groups was to see what graduate students would like to see Boynton offer and if we were meeting their needs. Overall perception was that BHS providers understand graduate students’ needs.
• At this stage, students expect long term information and planning, good maternal health services and dependent health coverage.
• Recommendations:
  - Increasing cohesiveness of care
  - by updating the EHR and better communication between departments
  - Increase orientation information especially for international students
  - Provide information about urgent care
  - Make orientation of BHS and services available year round.
  - Provide students to see the same provider
  - Focus on timely follow up of care
  - Respect students’ time – in urgent situation inform students of other options – Quick Care Clinic, other network providers
  - Communicate better about wait time
• Thanks to Boynton and GAPSA for funding the focus groups
• This information will be presented to Boynton Staff at a Continuing Medical Education Lecture in 2 weeks.

International Student Focus Groups:

• Two focus groups were recently conducted by Jewon.
• Jewon prepared a comprehensive report that Dave will send to SHAC members.
• There was a misinterpretation between the interviewer and the participants with what they were referring to. Overall, there is some really good themes that are coming through. A lot of the issues hopefully will be handled through our new electronic health record. We are hoping this will include an on-line appointment system. This will be helpful to all students but most specifically to international students. Scheduling an appointment is unique to some international students. Communication might be difficult over the phone.
• Consistent theme was the communication between the provider and the patient. This will be more difficult because it will involve more consistent questions by the provider to be sure the student understands what comes next. An issue that recently came up is that we should be providing all of our patients with written discharge information. Hopefully a portal with an email within 24 hours can be sent.
• Some concerns identified are the same as in the COGS focus group report. Hopefully, some of these issues will be addressed through the patient satisfaction survey which is at test now and hopefully will be implemented soon. This will enable us to get discreet information: what provider, when, where, which will enable us to know exactly where the problems are.
• One big area to communicate is the concept of insurance as to what they are entitled. This area needs clarification. Setting some examples for international students would be very helpful along with definition of terms.
• Parking is also a concern. This might be possible now with the new voucher system.

APHA/ACHA

• The American College Health Association (ACHA) is the national college health organization. In the past we would send students to this conference but the question came up regarding the American Public Health Association (APHA). Does the content of APHA apply more to SHAC. The opinion was that it is a closer match especially since so many students are already involved in public health.
• It does make more sense but with APHA held in the fall may be more difficult for students to attend. ACHA is held at the end of May.
• After discussion, it was recommended that we support attendance at APHA versus ACHA.
• A proposal was submitted to present our GLBT information and hopefully

Blue Skies Update:

• Members of Blue Skies met with the staff of the American Lung Association regarding what things they may do. More updates will be given at a later date. Lauren mentioned that she has received
emails from individuals who would like to get involved in this effort. She will forward this information to Dave.

Student Health Care Act:

- Two articles that appeared in the DAILY regarding the student health care house bill were distributed. Also a email that was sent to Dr. Friedman, Dr. Daniels, Dr. Reif, Terry Bock and Barbara Brandt regarding the proposed student health care bill. The bill is currently being sent to the Ways and Means Committee. It was passed as amended on March 27. There is not a senate companion bill yet but this is a potential.
- Sue Jackson, Ferd, and Carl testified at the Higher Educational, Operations and Finance Committee about a month ago. Concerns about this bill were brought forward by a single constituent who was concerned that the American Vet Med Association coverage did not qualify for the hard waiver for the Academic Health Center. There was an additional testimony from someone who wanted to waive next year with a cost sharing health plan that uses a congregational ministry approach. There are a few other plans that were not covered under the Academic Health Center hard waiver because only employer sponsored plans are currently acceptable.
- BHS has been trying to get a comparable coverage clause into the language. Right now it is being included in a higher education omnibus bill. A omnibus bill gives it a greater chance that it will be passed and/or signed.
- We have been seeking political allies and have been sending e-mails.
- Everybody who pays fees is at financial risk if students are allowed to choose plans with bad coverage. This was the basis for setting restrictions in terms of deductibles. It not only has an impact on students but every medical facility and provider who serves students will be at financial risk. Students will be at much greater financial risk if they are allowed to be waived with these sub standard plans. This was the reason why insurance was mandated in 1975 to prevent financial hardships for students as well as bad debt to healthcare institutions.
- If the bill passes we may need to revisit limitations on SSF benefit coverage as we discussed in last year’s HealthCare Reform and SSF Utilization Committee.
- Discussion included options to be taken in case this bill passes. Members were encouraged to send emails to their representatives in the house and senate.
- Carl will draft a letter regarding this issue for discussion at the next meeting.

2012/13 Chair Nominations:

- Election of Co-Chairs will be held at the April 19 meeting.
- Nominations should be emailed to Michelle, Buchi or Dave.

SHAC Membership for 2012/1:

- Members should let the Co-chairs know if they will be returning next year.
- Members not returning need to find a replacement from their constituent group.

Annual Awards Banquet:
• This year’s banquet will be held May 9 at The Depot.
• All SHAC members will be invited.
• A SHAC Award will be awarded to a BHS employee and presented by this year’s SHAC co-chairs.

The next meeting will be held on April 19.

Respectfully submitted,

Carol Uchal