SUPPORTING THE WHOLE YOU

Mental/Emotional Health

Physical Health

Wellbeing
THE CHALLENGE

- Long Walk-in Wait Times
- Limited Center Hours
- Not Enough Appointments
- Not Enough Counselors & Medical Staff
Student Enrollment & Medical Providers

- Enrollment in 1,000s:
  - 2009/10: 18.3
  - 2010/11: 17.3
  - 2011/12: 17.7
  - 2012/13: 17.7
  - 2013/14: 18.7
  - 2014/15: 19.2
  - 2015/16: 20.0
  - 2016/17: 20.4

- Medical Staff:
  - 2009/10: 15
  - 2010/11: 13
  - 2011/12: 14
  - 2012/13: 14
  - 2013/14: 12
  - 2014/15: 12
  - 2015/16: 12
  - 2016/17: 12

12% Increase
20% Decrease
Medical Visits

Medical Visits in 1,000s

- 2009/10: 27
- 2010/11: 27
- 2011/12: 29
- 2012/13: 31
- 2013/14: 33
- 2014/15: 36
- 2015/16: 32
- 2016/17: 32

18% Increase since 2009
CURRENT CLIMATE
HEALTH SERVICES

ANNUAL USAGE
32,000 Visits Last Year

PEAK WALK-IN WAIT TIMES
3 Hours

AVG. WAIT TIME, FUTURE APPTS.
2 Weeks

Serve 250 students daily
CURRENT CLIMATE
MENTAL HEALTH

AVERAGE WAIT TIMES

3–4 Days

AVERAGE SESSIONS/STUDENT

2.7 Sessions

1:1550 (counselor/students)
THE ROAD MAP

Year 1 Enhancements

Year 2 Enhancements

Listened & Learned from Students

Modeled Fee Options

Reducing Expenses & Increase Efficiencies

Outreach and Consultation

Fee Adjustment & Phased Rollout

• Annual patient satisfaction surveys
• Patient comment cards
• Student interviews
THE PROCESS

• CSU Policy for Alternative Consultation process guides us in engaging campus in conversations about student-based fees.

• Last 5 health fee adjustments at CSU campuses used alternative consultation, including Cal Poly’s last fee adjustment

• Education Campaign Period: October 13 – November 19

• Open Forums: November 1 and 9

• 22 Student Presentations

• Detailed Website Information: chw.calpoly.edu/healthfee
<table>
<thead>
<tr>
<th></th>
<th><strong>CURRENT FEE</strong></th>
<th><strong>OPTION A</strong></th>
<th><strong>OPTION B</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MEDICAL BENEFITS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avg. walk-in wait time</td>
<td>2-3 hours</td>
<td>1-1.5 hours</td>
<td></td>
</tr>
<tr>
<td>Avg. wait time for future appts.</td>
<td>2 weeks</td>
<td>1 week</td>
<td></td>
</tr>
<tr>
<td>Technologies</td>
<td>Limited</td>
<td>Better user experiences (text notifications, estimated wait times)</td>
<td></td>
</tr>
<tr>
<td><strong>COUNSELING BENEFITS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Counselor/Student Ratios</td>
<td>1:1550</td>
<td>1:1000</td>
<td>1:800</td>
</tr>
<tr>
<td>Avg. wait times</td>
<td>3-4 days</td>
<td>2-3 days</td>
<td>1-2 days</td>
</tr>
<tr>
<td>Avg. quantity sessions/student</td>
<td>2.7</td>
<td>4+</td>
<td>6+</td>
</tr>
<tr>
<td>Refer student to community</td>
<td>Most students</td>
<td>Some students</td>
<td>Only students who request it</td>
</tr>
<tr>
<td><strong>CENTER HOURS</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Center Hours</td>
<td>Closes at 4:30 p.m. during weekdays</td>
<td>Expand weekday hours into evenings</td>
<td></td>
</tr>
</tbody>
</table>
THE SOLUTION

Details

• Only new students pay the adjusted fee

• Current students will continue to pay current fee but will benefit from enhancements over time

• If approved, new fee will begin Fall 2018

• Fees will go towards additional medical and mental health staff – not facilities improvements or administrative staff

• 4% annual increase will be built into the adjusted fee to keep up with inflation and rising health care costs

• 30% Financial Aid set aside for students with financial needs (per FAFSA)
IMPLEMENTATION PRIORITIES

• Engage Student Health Advisory Committee
• Phase-in staff hiring and prioritize needs during peak times
• Expand weekday hours
• Implement satellite clinics around campus
• Implement new technology options
<table>
<thead>
<tr>
<th>Year</th>
<th>Physician</th>
<th>Nurse Practitioners</th>
<th>Medical Assistant</th>
<th>Licensed Clinical Social Worker</th>
<th>Counselors</th>
<th>Health Educators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Year 1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Year 2</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>3</td>
</tr>
<tr>
<td>Year 3</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Year 4</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>More Medical Staff</td>
<td>In-House Lab Tests</td>
<td>No Cost Travel Clinic</td>
<td>Low Cost Vaccinations</td>
<td>No Cost Psychiatric Care</td>
<td>No Cost Wellbeing Services</td>
<td></td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------</td>
<td>-----------------------</td>
<td>-----------------------</td>
<td>--------------------------</td>
<td>---------------------------</td>
<td></td>
</tr>
<tr>
<td>Expanded Hours</td>
<td>No Cost Minor Office Surgeries</td>
<td>Low Cost Prescription Medications</td>
<td>No Cost Mental Health Counseling</td>
<td>After Hours Nurse Advice Line</td>
<td>Enhanced Online Appointments</td>
<td></td>
</tr>
<tr>
<td>Non-Urgent Care Services</td>
<td>No Cost X-Rays</td>
<td>Low Cost Over-the-Counter Medications</td>
<td>No Cost Crisis Care</td>
<td>No Cost Health Education</td>
<td>Shorter Wait Times</td>
<td></td>
</tr>
</tbody>
</table>
SUMMARY

How will the health fee support students?

- More medical and counseling providers
- More appointments with shorter wait times
- Extended hours
FEEDBACK & INFORMATION

chw.calpoly.edu/healthfee

yourhealth@calpoly.edu