

University of Oregon
HEALTH CENTER
Student Health Advisory Committee Meeting
May 12, 2006

Student Members:	Alternate	Interested Students	ExOfficio Members:
E Chiem, Jennifer	Horn-Kelter, Petra	Beseda, Addie	E Kerr, Shelly
Kuzma, Urva	Ronco, Noelle	Bentley, Dan	E DeHaven-Murdoch, Daralyn
E Scholl, Ben	Wilson, Kathryn	E Mann, Todd	Leith, Ramah
Soetan, Folake		Nethercott, Ashley	Megerssa, Becky
E Stiffler, Lesley	Faculty:	Parker, Jenny	Ryan, Tom
Straight, Leslie	Munroe, Dennis	Takahashi, Chika	Staight, Paula
Teeter, Kelly	E Meaux, Tenaya	Thrower, Ashley	E Stoop, Helen
E Wintermute, Ben	E Spradling, Karen	Kehdi, Norma	
Wu, Angela		Laws, Michael	
		Yu, Lin	

The meeting was called to order at 3:00 p.m.

1. **Approval of Minutes** – The minutes of the previous meeting were approved as distributed.
2. **In-Service Preparation:**
 - a. **Facilitator** – Noelle Ronco was unanimously appointed as the in-service facilitator at the meeting last week. What does this involve? What would we like her to do as facilitator? Open with a welcome, introductions, a basic definition of a nontraditional student, keep the conversation going, and thank you at the end. She should have a list of topics that we wish to cover. Introduction part of it is to define what is a nontraditional student. Noelle will draft the introduction and e-mail it to Kim Barker, Folake Osoetan, and Leslie Straight. Set up/clean was discussed and settled for Monday and Tuesday.
 - b. **Welcome/Introduction** – How do you want to introduce the panel members and describe the makeup of the two different sets?
 - c. **Definition of a Nontraditional Student** – A non-traditional student, simply put, is any student that does not fit the mold of the typical college student, young and fresh out of high school. He or she may have been away from school for an extended period, over the age of 24, a parent or caregiver for the elderly, financially independent or working full- or part-time.
 - d. **Purpose of In-Service** – To share the needs of nontraditional students, how the Health Center can meet those needs, and what other source of resources are available to meet those needs. What we hope to have as an outcome from this in-service is an information sheet which will provide information that both the nontraditional students can use as well as the Health Center Employees with some resources that might help.
 - e. **Format** – Cue cards or half sheets with were suggested with the questions for the students to answer that they could refer to was suggested.

Question Topics for the Nontraditional Students:

- What are the problems you see with the UHC?
- What services do you use most often?
- What were the attitudes of Health Center staff towards you? Did you feel respected?
- What health issues do you have?

3. **Health Center Clinic Hour Closure Time** – Tom Ryan reported that the Health Center medical staff has made a proposal to change the time the clinic doors are locked from 6:00 p.m. to 5:30 p.m. to allow for all staff to leave by 6:00 p.m. Currently, with the doors being locked at 6:00 p.m. students are able to come in to be seen up until 6:00 p.m. This occasionally causes some of the staff to remain in the building past 6:00 p.m., generally a nurse and a physician, while most of the ancillary services such as lab, x-ray, and pharmacy closing down and leaving the rest of the building dark. The concern is that this lack of ancillary services not being available can compromise the quality of care the students receive. This also leads to some overtime for

our staff which has a budget impact for us. There could also be an issue with care given by a physician who has been working the urgent care shift all day with minimal breaks.

Tom is asking for student input today on what would really be the best for students in terms of clinic closure time and would like to discuss this further after students have had a chance to think about it and talk with their friends as to whether it makes sense to students, is that a reasonable request. Is it going to impact the availability to care to students?

Tom did a review of the urgent care practitioner appointment schedules from fall term 2005 and winter 2006 to look at what impact that this would have and how many students were seen after 5:30 p.m. The total seen was 59 students. There were 107 days with clinic hours until 6:00 p.m.

- On 29 of those days (27% of available days) there was at least one student seen after 5:30 p.m.
- The total days on which at least one student was seen after 5:35 p.m. was 19.
- The total days on which two students were seen after 5:30 p.m. was 5.
- There were a total of 16,248 students seen during the weekdays for fall and winter terms, which means that 2% of all students are seen after 5:30 p.m.

Comments/Questions:

- With only 39 students being seen after 5:30 p.m. it does not seem like changing the last appointment would have a big effect, especially if there is a budget impact. What about the ancillary services, such as lab, x-ray and pharmacy? They are scheduled to remain in the building until 6:00 p.m.
- Tom stated that another suggestion for clinic hours was to open the Health Center at 8:30 a.m. and stay open until 6:00 p.m. instead, which could take care of the overtime aspect as well as ancillary services closing down before the last student has left the clinic. However, there are students who just hang on all night until the Health Center opens at 8:00 a.m.—have been waiting all night until we open just so they can get in to be seen when the doors open.
- All appointments after 4:30 p.m. are urgent care, something that has to be seen today. With this change students would only be able to receive care until 5:30 p.m. with the doors locked at 5:30 instead of 6:00 p.m.
- One student voiced that they had class until 5:30 p.m. so the 6:00 p.m. closing time allows her to come to the Health Center after class.

Q: How much are the overtime costs, is this significant?

A: This mainly affects departments like nursing, not more than an hour. The burden is not huge for any particular day, but Tom can get numbers for cumulative over a year. It will be important to look at these figures.

Q: There would be added cost to have the hours changed on printed materials, advertising etc. Could we advertise the same hours but not make appointments after 5:30 p.m.?

A: If you advertise that you are open until 6:00 p.m. you should be open for students.

Q: Have there been any complaints from students that they felt the care they received was not as good because some services of the Health Center were closed?

A: None have been received.

If a student comes in close to 6:00 p.m. wanting to be seen triage is done following guidelines and the patient is either seen or set up with an appointment another day. Also, if a student calls or comes to the after hours urgent care clinic who has an obviously very complex problem that could lead to 1-2 hours or more to do the assessment and treatment the student would very likely be referred out to somewhere like Peacehealth Urgent Care. It is human nature that people put things off until they feel they can not wait any longer, and the Health Center is going to close so better check in there before they do.

At the end of discussion today it was felt that more information is needed on:

- The financial burden to the Health Center for overtime.
- The available health care & financial burden for students.

- Issues of quality of care with ancillary services shut down while still here while a physician and nurse are taking care of patients.
 - Costs for OT Costs for new printed materials, advertisement, etc.
 - Departmental income loss/pharmacy.
4. **Mumps** – There has been a case of mumps diagnosed in Eugene/Springfield, bringing the total to 7 cases with one being in a staff member at UO so the disease is of concern here on campus now. Tom encouraged students and staff to check their immune status now in preparation. A lot of people have had the vaccine because it is required to attend school. Check with the Health Center, your family, or your doctor. Usually mumps does not have serious side effects, but if you catch it you will be out of school for 9 days. In Iowa they have had almost 1500 cases now so there is a lot of it going around now.

Paula Staight stated that the UHC Health Education Department is creating respiratory etiquette packets for the to peers to take to the streets. They have also prepared an ad to be placed in the Oregon daily Emerald and flyers for the residence halls if they become needed at short notice.

5. **Meeting Postponed** – Due to the amount of SHAC members unable to attend the meeting on June 2, the meeting will be postponed until June 9. Also, as the end of the term is at hand, please make sure you give your summer contact information to Kim Barker.
6. **Adjournment** – The meeting was adjourned at 4:00 p.m.

Kim Barker, Recorder

****Next Meeting****
May 19
Health Center Medical Library
(Alias the Ramey Room, Carson Hall)