



UHS | UNIVERSITY
HEALTH SERVICES

Promoting, protecting, and restoring health and well-being

Health Care Advisory Committee
April 18, 2017
4:00PM – 5:00 PM
JD Kabler Conference Room – (8003)
UHS – 333 East Campus Mall

Annalise Panthofer, Matt Wulf, Nathan Stack, Jordan Madden, Madeline Ford, Marah Curtis, Sarah Kruger, Manish Patankar, Randall Brown, Jennifer Powell, Sarah Van Orman(UHS), Arnie Jennerman(UHS), Marlana Holden(UHS), Andrea Lawson(UHS), Jim Morrison(UHS), Bill Kinsey(UHS)

Guest: Rob Sepich

1. *UHS Staff Updates-UHS updates include the conclusion this week of MH Co-Director searches and starting searches for new counseling positions. Sarah announced that she has accepted a position at the USC and will be leaving UHS in mid-June. The HCAC members were thanked for their service during this past year.*
2. *Patient/Client Satisfaction-Rob Sepich provided an overview of UHS patient/client satisfaction.(attached). UHS uses a national instrument through the American College Health Association for medical services which allows UHS results to be compared to national peers. Mental Health services uses a custom instrument. Notable findings include ongoing challenges with timely access to mental health appointments. UHS also completes provider specific sampling especially with new providers or if there are concerns. Comments are used to identify and address concerns.*
3. *Menstrual Products-Jordan presented a proposal from ASM regarding free menstrual products on campus. (attached) The HCAC was asked for endorsement. UHS shared that these are currently available in floors 5-11 of ECM. UHS will collate it costs for these over the past several years and share with ASM as well as campus leaders to assist in project planning as these costs may provide a good baseline. UHS noted that it does not provide these in men's restrooms but they can explore adding.*
4. *Student Insurance Survey Results-Not discussed due to time*

608.265.5600 | uhs.wisc.edu

University of Wisconsin–Madison | 333 East Campus Mall, Room 8104 | Madison, WI 53715-1381



Accreditation Association for Ambulatory Health Care, Inc.

HCAC meeting ♦ 18 April 2017

Medical Visits

[UHS results are in **Bold** & National Reference Group results are in *Italics*]

	2014-15	2015-16	Fall 2016
Sample Size	N = 296 (11% RR)	N = 364 (11% RR)	N = 175 (10% RR)
<i>Reference Group</i>	<i>N = 13,834 (11% RR)</i>	<i>N = 15,273 (12% RR)</i>	<i>11,092 (13% RR)</i>
Primary care site?	Yes	Yes	Yes
While enrolled, are we your usual source of primary care?	86%	84%	81%
<i>Reference Group</i>	<i>87%</i>	<i>89%</i>	<i>88%</i>
	2014-15 Satisfied	2015-16 Satisfied	Fall 2016 Satisfied
Ease of appointment scheduling	94%	94%	93%
<i>Reference Group</i>	<i>92%</i>	<i>92%</i>	<i>95%</i>
Amount of time needed to complete appointment	92%	93%	92%
<i>Reference Group</i>	<i>92%</i>	<i>92%</i>	<i>94%</i>
Efficiency of check-in and check-out process	97%	98%	98%
<i>Reference Group</i>	<i>97%</i>	<i>97%</i>	<i>97%</i>
Reception staff friendly, courteous and helpful	96%	96%	94%
<i>Reference Group</i>	<i>95%</i>	<i>96%</i>	<i>97%</i>

	2014-15 Satisfied	2015-16 Satisfied	Fall 2016 Satisfied
Staff assisting provider courteous and helpful	98%	96%	99%
<i>Reference Group</i>	97%	97%	98%
Provider listened carefully to concerns	96%	92%	94%
<i>Reference Group</i>	95%	95%	96%
Amount of time with provider	97%	93%	97%
<i>Reference Group</i>	94%	94%	96%
Quality of provider explanations	92%	88%	92%
<i>Reference Group</i>	91%	91%	93%
Health improvement information given	91%	87%	90%
<i>Reference Group</i>	89%	90%	91%
Provider addressed my pain	62%	60%	68%
<i>Reference Group</i>	58%	60%	59%
Payment and billing issues explained	88%	85%	89%
<i>Reference Group</i>	88%	88%	88%
Confidentiality and privacy were protected	100%	99%	99%
<i>Reference Group</i>	98%	99%	99%
Cleanliness and appearance of center	100%	100%	100%
<i>Reference Group</i>	99%	99%	99%

	2014-15 Satisfied	2015-16 Satisfied	Fall 2016 Satisfied
Provider washed hands or used sanitizer	59% yes 27% not sure 4% no 10% n/a	60% yes 26% not sure 2% no 12% n/a	63% yes 24% not sure 1% no 12% n/a
<i>Reference Group</i>	49% yes 35% not sure 2% no 15% n/a	49% yes 34% not sure 2% no 15% n/a	51% yes 32% not sure 2% no 15% n/a
Overall satisfaction with the visit	93%	88%	95%
<i>Reference Group</i>	93%	93%	95%
Recommend UHS to another student?	92%	91%	95%
<i>Reference Group</i>	91%	92%	94%

Mental Health Visits

Questions	Agree – 2014-15 N = 253 (25% RR)	Agree – 2015-16 N = 338 (25% RR)	Agree – Fall 2016 N = 149 (25% RR)
Accessed initial services in reasonable time	93%	91%	87%
Paperwork and e-surveys clear & easy to complete	96%	96%	95%
Reception staff helpful and courteous	100%	98%	97%
Amount of time to get an appointment after initial [access] visit satisfactory	81%	77%	78%
Amount of time to get a follow-up appointment satisfactory	82%	77%	80%
My provider listened carefully to my concerns	98%	97%	95%
My confidentiality and privacy were protected	98%	97%	97%
My cultural identity and background were respected	97%	93%	97%
Use of C&CS had a pos. academic impact	62%	61% [94% - if applic]	65% [88% - if applic]
Use of C&CS helped me stay enrolled at UW	49%	46% [90% - if applic]	54% [87% - if applic]
My provider informed me of other resources	82%	82%	76%
Overall satisfaction with C&CS	94%	96%	90%
Would recommend C&CS to a friend	95%	95%	92%

UHS MEDICAL UPDATE

Rob Sepich
18 April 2017

Type	Date	Day	Invited	Response Rate	Notes
Medical	9/19/2016	Monday	155	19 12%	Seen Sep 13 - 15.
Medical	9/22/2016	Thursday	87	9 10%	Seen Sep 19 - 21.
Medical	9/27/2016	Tuesday	141	13 9%	Seen Sep 23 & 26.
Medical	10/3/2016	Monday	48	6 13%	Seen Sep 30.
Medical	10/7/2016	Friday	277	20 7%	Seen Oct 4 - 6.
Medical	10/10/2016	Monday	172	17 10%	Seen Oct 7.
Medical	10/14/2016	Friday	67	5 7%	Seen Oct 12-13.
Medical	10/19/2016	Wednesday	75	8 11%	Seen Oct 14 & 17.
Medical	11/1/2016	Tuesday	123	13 11%	Seen Oct 31.
Medical	11/4/2016	Friday	92	11 12%	Seen Nov 2 - 3.
Medical	11/11/2016	Friday	66	8 12%	Seen Nov 9 - 10.
Medical	11/18/2016	Friday	120	14 12%	Seen Nov 16 - 17.
Medical	11/29/2016	Tuesday	138	13 9%	Seen Nov 28.
Medical	12/5/2016	Monday	122	10 8%	Seen Dec 1 - 2.
Medical	12/7/2016	Wednesday	76	9 12%	Seen Dec 5.
			1759	175 10%	

Recent comments from medical patients

I don't even usually fill out surveys but [my medical provider] was amazing . . . [She] not only took my concern seriously, but she went out of her way to provide me with information and necessary tools to address the recurring problem. I felt comfortable and like my concerns were being taken seriously.

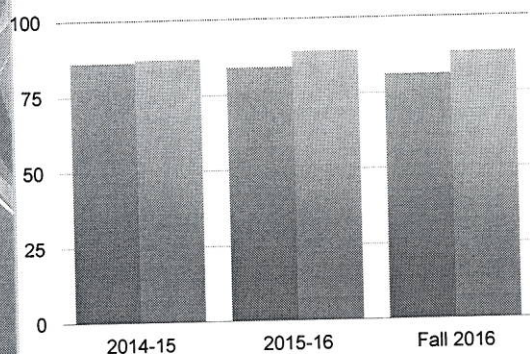
[My medical provider] made me feel incredibly comfortable and addressed each of my concerns individually. She even gave me her card so I could check back if my symptoms persisted. I could not have asked for a better experience.

[My medical provider] was very knowledgeable and attentive to me when I was in the room. He helped fix what was going on and prescribed me medicine that worked immediately.

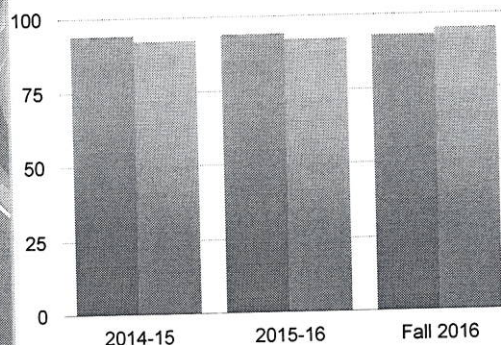
They were really on top of their game. They took me in [earlier] and got to work making me feel better and giving me something to stop nausea and an IV drip to get me hydrated. It was really helpful.

It was a great visit all-around. The [medical] provider and the staff members I interacted with were all very friendly and super helpful. I feel fortunate to have such a great resource on campus for our health needs.

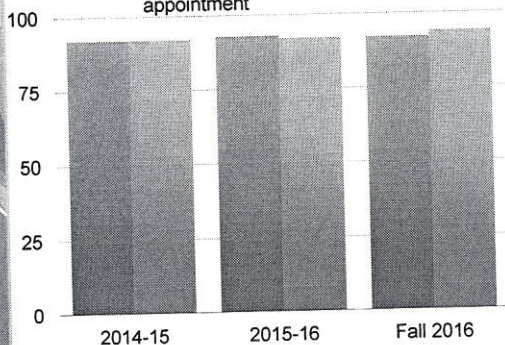
Is UHS your usual source of primary care while enrolled?



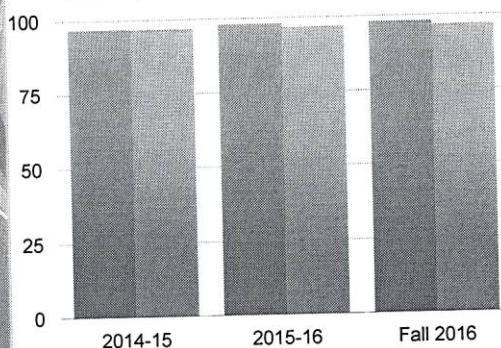
Ease of appointment scheduling

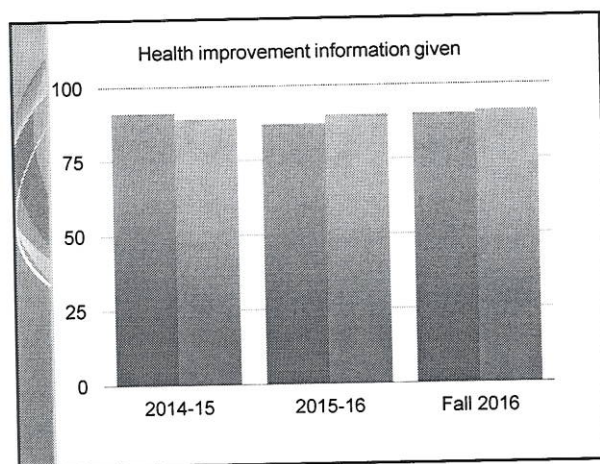
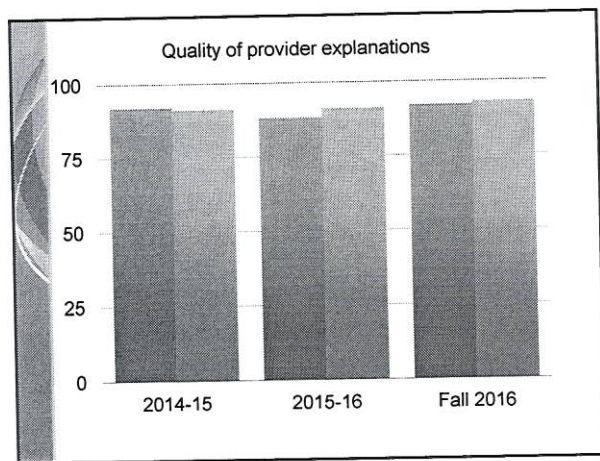
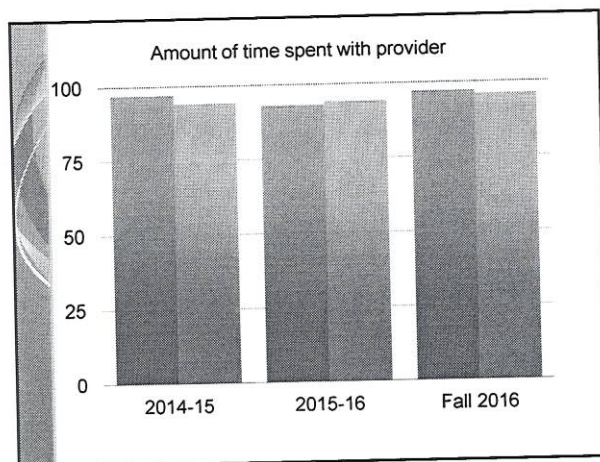
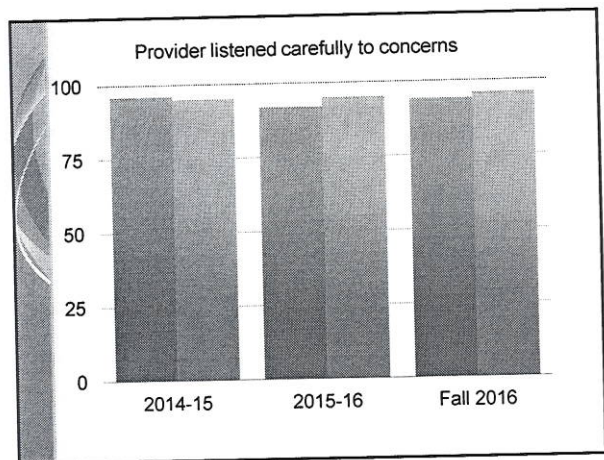
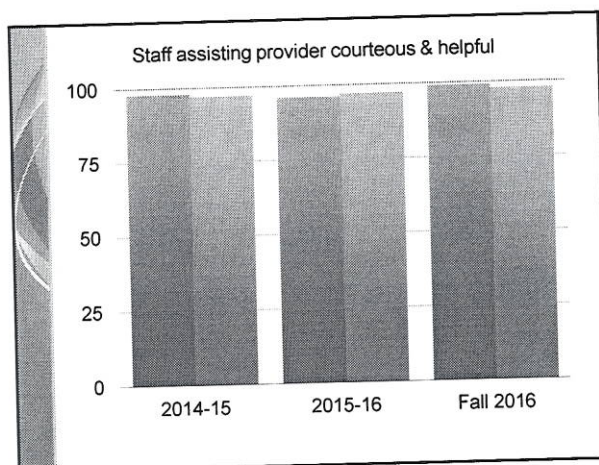
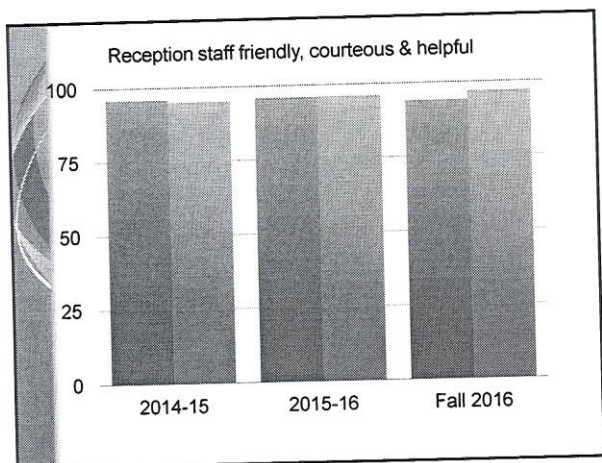


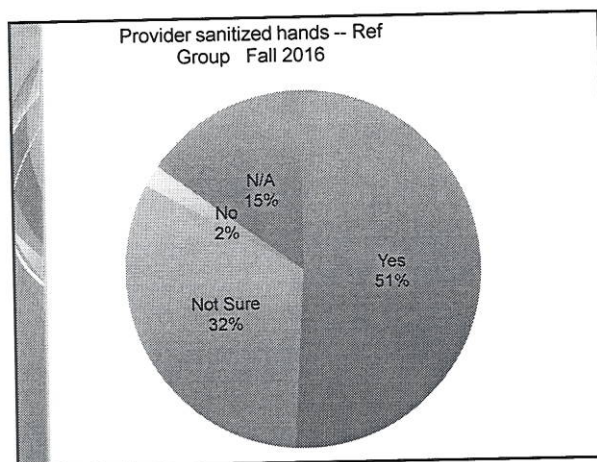
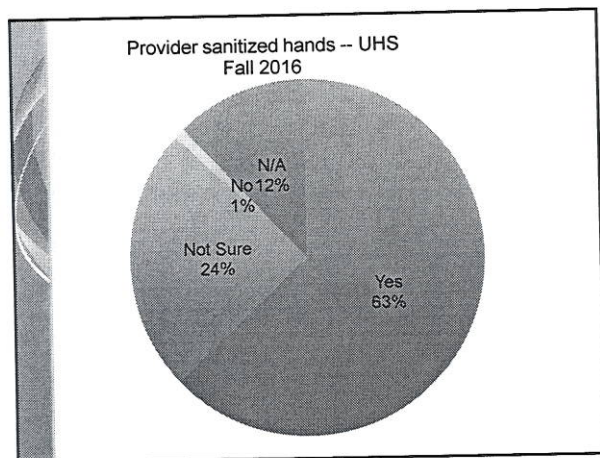
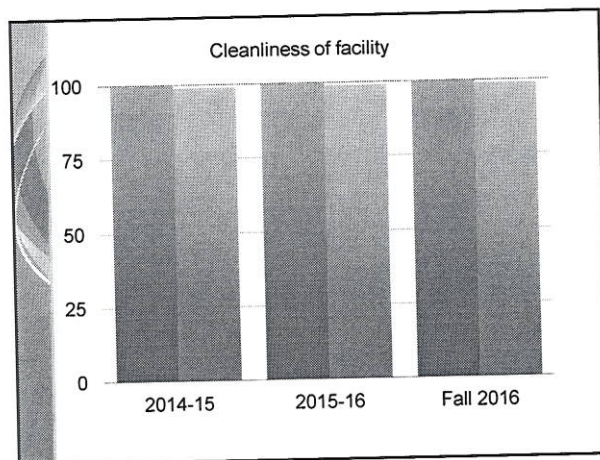
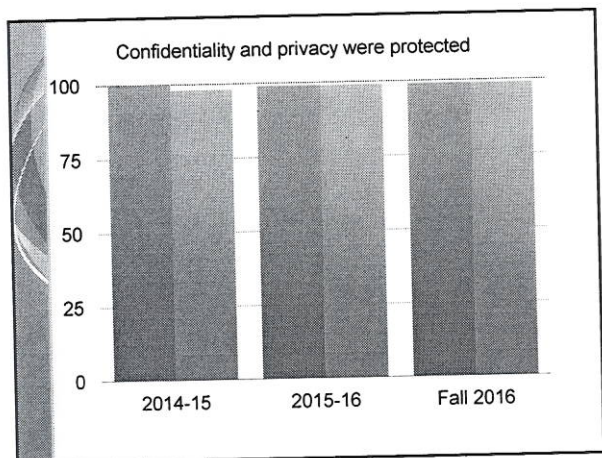
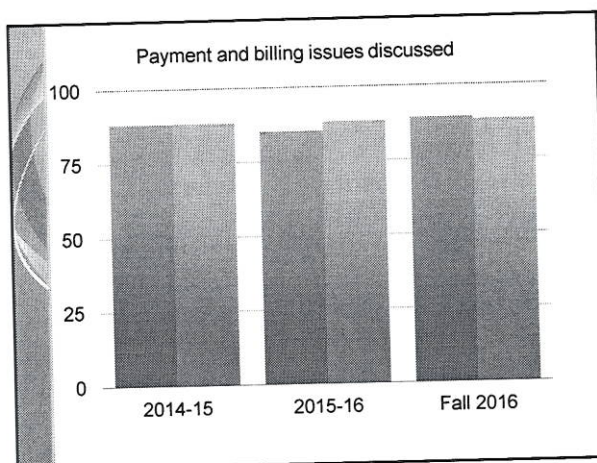
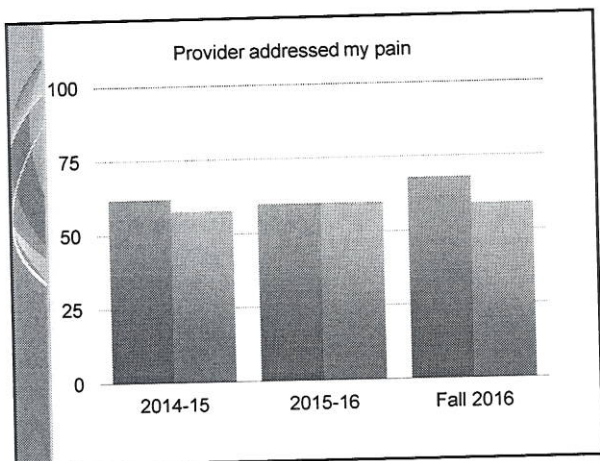
Amount of time needed to complete appointment

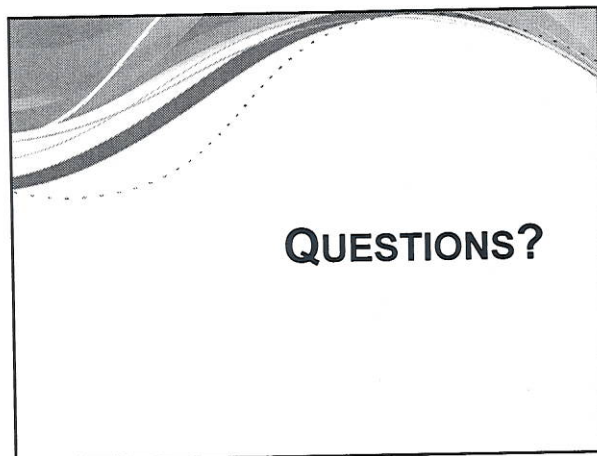
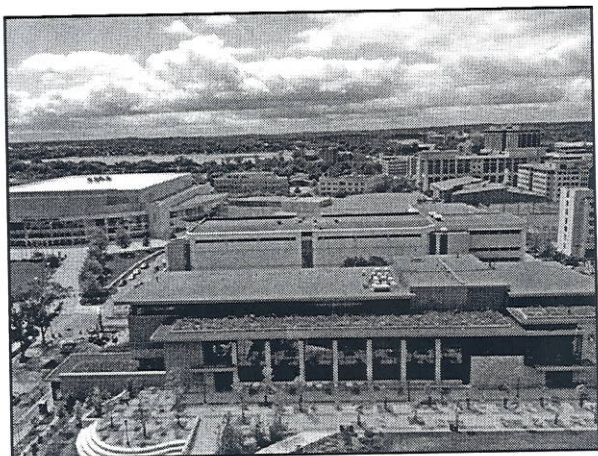
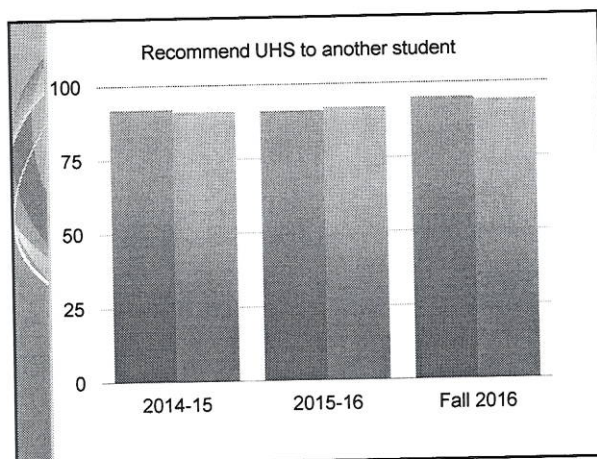
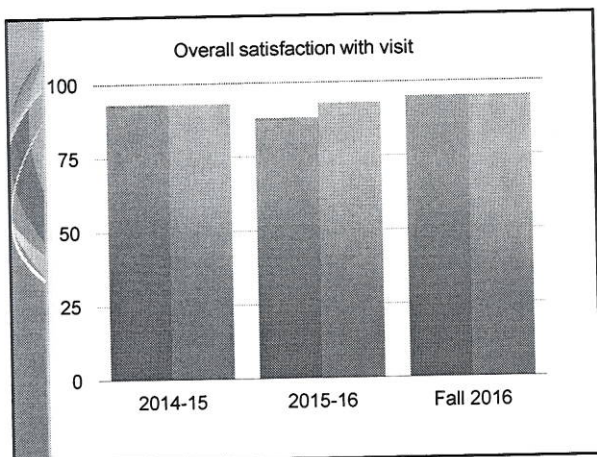


Efficiency of check-in and check-out process









UHS MENTAL HEALTH UPDATE

Rob Sepich
18 April 2017

2016-17

Extra

Type	Date	Day	Invited	Response	Rate	Notes
Mental Health	9/19/16	Monday	67	20	30%	Seen Sept 13 - 15.
Mental Health	9/22/16	Thursday	46	17	37%	Seen Sep 19 - 21.
Mental Health	9/27/16	Tuesday	77	18	23%	Seen Sep 23 & 26.
Mental Health	10/7/16	Friday	69	16	22%	Seen Oct 4 - 6.
Mental Health	10/12/16	Wednesday	21	4	19%	Seen Oct 10 - 11.
Mental Health	10/18/16	Tuesday	65	14	22%	Seen Oct 12 - 14.
Mental Health	11/3/16	Thursday	74	13	18%	Seen Nov 1 - 2.
Mental Health	11/7/16	Monday	65	18	28%	Seen Nov 3 - 4.
Mental Health	11/15/16	Tuesday	49	13	27%	Seen Nov 11 & 14.
Mental Health	11/29/16	Tuesday	58	17	29%	Seen Nov 28.
			591	149	25%	

Recent comments from counseling clients

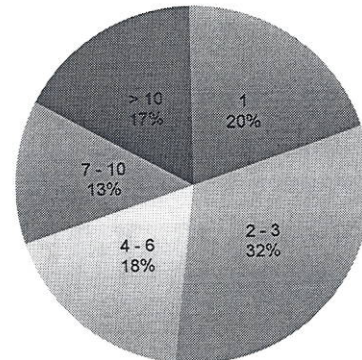
Super wonderful and helpful [mental health] consultant, very courteous and not judgmental, which created an environment in which I felt safe to talk about my problems and concerns.

[My two mental health providers] are amazing! I'm happy to have been able to meet with them and feel represented on campus.

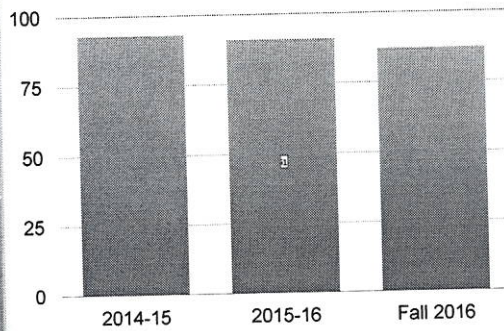
[My mental health provider] is very kind and thoughtful regarding my mental health concerns. She provides me with a good plan and gives me adequate reassurance that I am improving.

[My mental health provider] is absolutely fantastic. She is so kind, and she has alerted me of different services on campus that have been of use to me. There is also a female receptionist who is probably the best receptionist ever that I've seen at a counseling center. She is so warm and helpful - even on the phone. She seems like she truly cares about students.

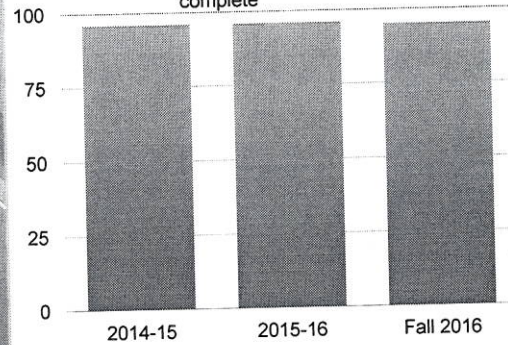
Number of MH visits



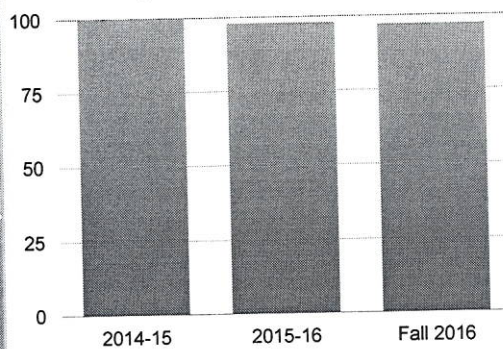
Accessed initial mental health services in a reasonable time



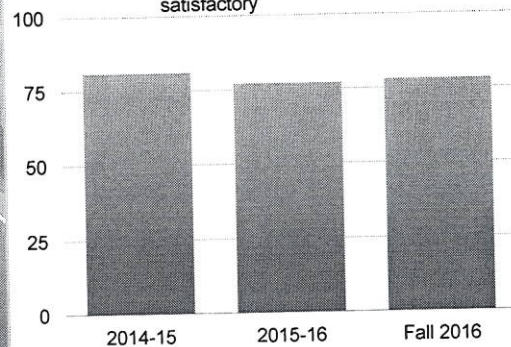
Paperwork and e-surveys clear & easy to complete

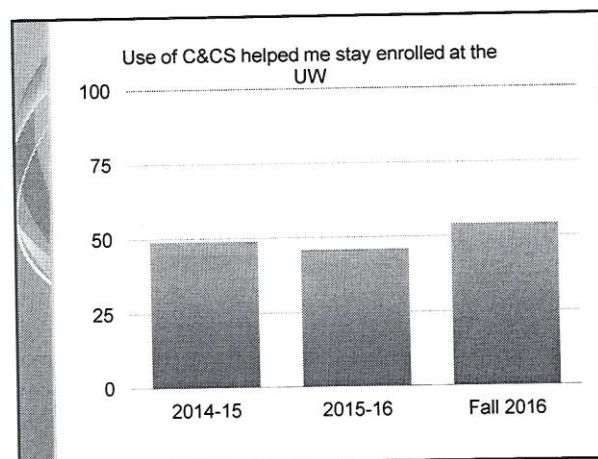
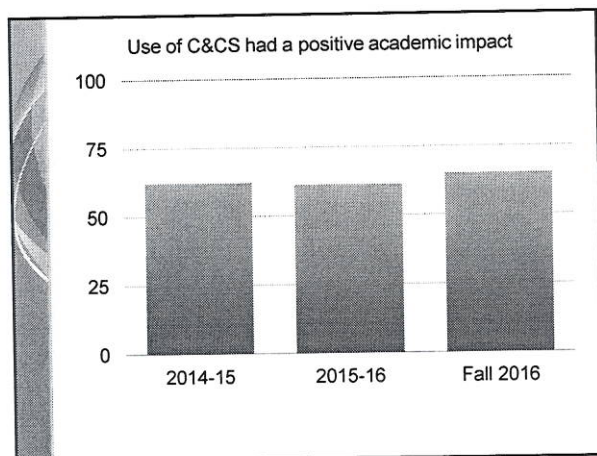
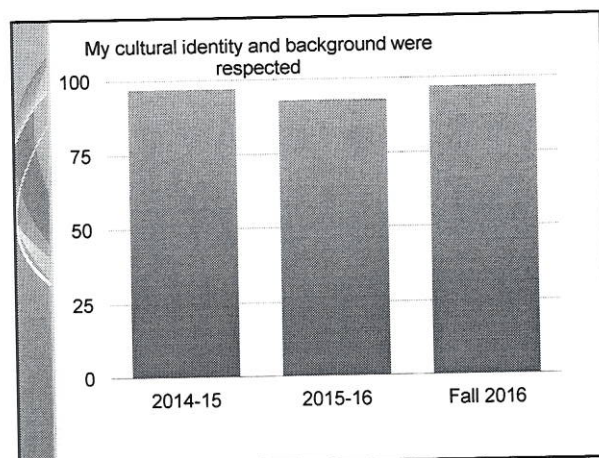
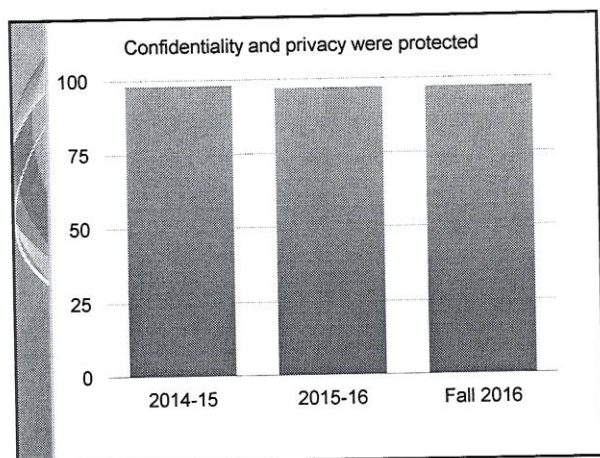
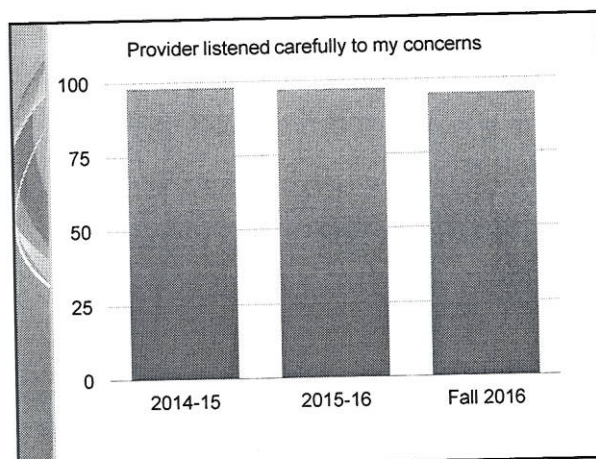
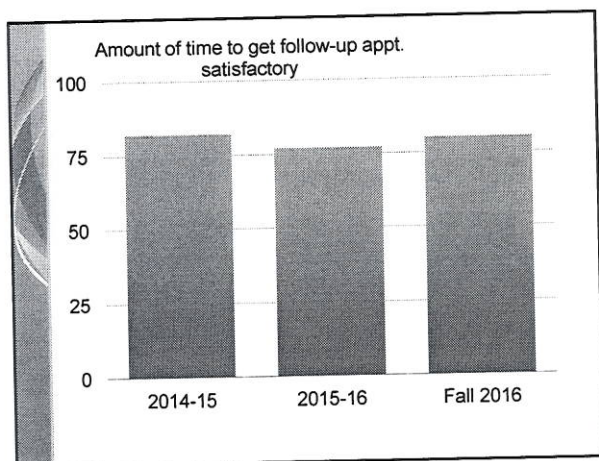


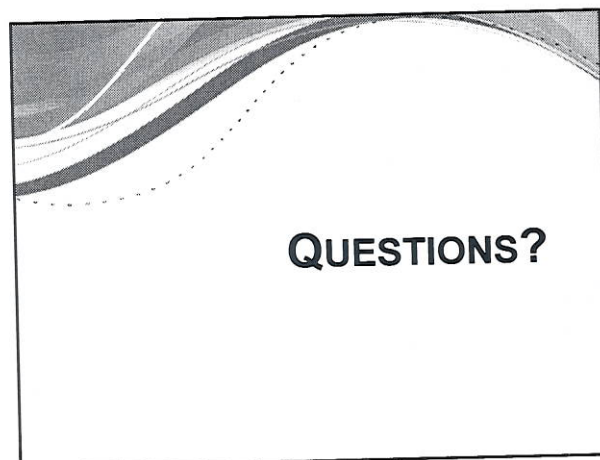
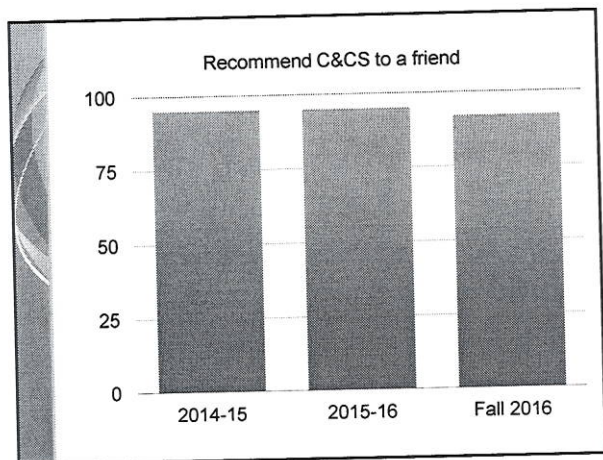
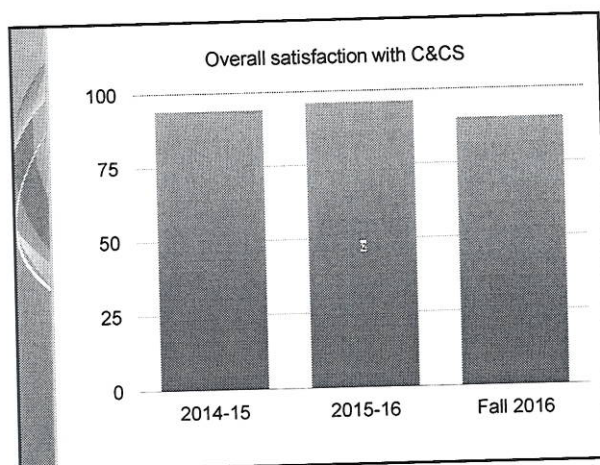
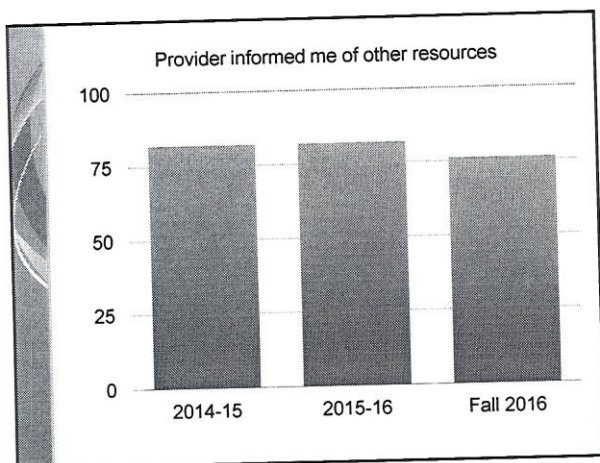
Reception staff helpful and courteous



Amount of time to get appt. after first visit satisfactory









Whereas, the University of Wisconsin-Madison affirms that our core values include equity and inclusion in a welcoming, safe, and respectful community,

Whereas, our female, transgender, gender non-conforming, and gender non-binary students, faculty, and staff add to the rich diversity of our campus community and contribute in significant ways every day,

Whereas, the Equity and Inclusion Committee within ASM includes in their mission to establish a safer and more inclusive campus climate by decreasing discrimination in all its forms,

Whereas, as a member of the Association of Big Ten Students (ABTS), ASM advocates for gender neutral janitorial resources and services in all campus facilities,

Whereas, within the Associated Students of Madison's nondiscrimination policy, ASM may not discriminate on the basis or intersections of sex, gender identity or expression, or sexual orientation,

The Associated Students of Madison acting in Student Council do enact as follows:

Therefore, be it resolved, that the Associated Students of Madison affirms the rights students, faculty, and staff to seek the benefits of a University of Wisconsin education and to work on our campus with dignity.

Be it further resolved, that the Associated Students of Madison affirms the rights of students, faculty, and staff, to enjoy free menstrual resources in campus restrooms. The Health Care Advisory Committee will endorse a campaign to liberalize campus janitorial services—advocating for the placement of free menstrual products in all campus restrooms, and the specific inclusion of gender-neutral and male bathrooms. This advocacy will come in the form of (1) advocating for the initiative's implementation during the next fiscal year, (2) public statements / campaigns of social awareness that seek to destigmatize the process, (3) administrative support for an expansion of reproductive resources available outside of the walls of 333 East Campus Mall.

There are a few other universities that offer similar resources and services. The University of Minnesota has offered free menstrual products for the last 10 years. However, **the University of Minnesota only offers free menstrual products on the first-floor restrooms of campus buildings**. This means that floors above the first have dispensers that need a fee to be operated. Illinois State University has offered free menstrual products at Student Health Services, but do not offer these products in all restrooms.

Jordan Madden

Accessible Reproductive Healthcare Initiative President and Co-founder

Student Representative on the Health Care Advisory Committee

Jmadden4@wisc.edu

Health Care Advisory Committee Special Project—Accessible Reproductive Healthcare Initiative

The university's Facilities, Planning, and Management (FPM) office pays \$63.96 for a case of 500 tampons and \$28.42 for a case of 250 napkins. From February 2015 to November 2016, the university of Wisconsin spend \$881 for tampons (\$40/month). From February 2015 to November 2016, the university of Wisconsin spent \$454 for sanitary napkins (\$23/month). This means that over the period of 21 months (approximately 5 semesters), FPM spent \$1,335 for menstrual products for the entire university, equating about \$64 a month. Currently, FPM is responsible for about 500 dispensers' campus-wide. The newest models (those purchased within the last 5-15 years) have modifications already built into the design that dispenses products without coins. To install a replacement mechanism in dispensers that do not have such modifications already included in the design will cost about \$60-100 per machine. Considering the age of some of these machines, there will most likely be a collection of models that will need replacement. New vending machines will cost about \$200-\$400 to replace and install.

There exists no purer example of an institution profiting off the reproductive health needs of a population than the existence of a luxury tax in the United States. In our culture, people who menstruate have been socialized to believe that they themselves are responsible for their own menstrual needs, and should also treat the subject with undue reluctance and stigma. While menstrual products themselves are overwhelmingly considered necessities by many of us in the developed world, public restrooms across American society are ill-equipped to meet the menstrual needs of those dependent on their functioning. Tampon dispensers are usually old, difficult to operate, and stocked with uncomfortable/ out-of-date products. Further, most people do not walk around with quarters on their person anymore. Although we are advocating for a policy change impacting all bathrooms on campus, the emphasis on inclusion of male bathrooms is meant to signify a message of inclusivity and priority to students who menstruate but use the male bathroom—specifics pertaining to this sect of the proposal can be negotiated. Today, a petition circulating on campus has about 500 students indicating that they want these products in campus restrooms. The majority also support a repeal of the luxury tax on menstrual products. The essential point is this: UW needs to join the 21st century, and start offering essential reproductive resources in campus resources. It will aid in the destigmatization of the process, include trans-students in developing janitorial resources and services, and keep members of campus included in the community.

To get more involved in this campaign, please reach out to Accessible Reproductive Healthcare Initiative (ARHI) at arhiuwm@gmail.com.

Jordan Madden
Accessible Reproductive Healthcare Initiative President and Co-founder
Student Representative on the Health Care Advisory Committee
Jmadden4@wisc.edu