STUDENT FEES ADVISORY COMMITTEE (SFAC)
FY2027 PROGRAM QUESTIONNAIRE

Student Health Center & Campus Pharmacy

Questionnaire completed by:
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1. Please provide in brief terms: your unit's mission, goals that support your mission, and a justification of your unit's student fee allocation in terms of benefits for students.

Mission
Our mission is to provide cost-effective, comprehensive, compassionate, and quality primary medical care to all UH students so they can learn best health practices and maintain their focus on successful academic outcomes.

Maintaining health and wellness is foundational for academic success, and as one of six collaborating departments, we share in the Health and Wellbeing portfolio's philosophy of **Be Well Do Well.** We provide programs and services that focus on improving the health of our students while at UH, and assisting them in developing skills to create a lifetime of health.

Our clinical staff are board-certified in their disciplines and maintain certification through ongoing educational activities. We are accredited through the Accreditation Association for Ambulatory Health Care (AAAHC), ensuring the delivery of this quality to each student. We have been accredited since 2012 and we earned our most recent re-accreditation during July of 2024.

Services
- Women's Health
- Men's Health
- Psychiatry
- General Medicine
- OBGYN
- Contraception management (including IUD and LARC consultation and placement)
- Immunization Clinic
- Laboratory Services
- Campus Pharmacy
- Nurse visit
- Nurse triage
- Telemedicine and Telepsychiatry Service

Principles
- **Quality of care**, by providing attention within the highest quality of care standards, aiming for consistency and improvement with every interaction.
- **Health literacy and advocacy**, by educating our students in the American healthcare system processes and their current health concerns to help them become active advocates for their healthy life.
- **Culture of prevention**, placing value on wellness exams and raising awareness on genetic, social, and environmental risk factors and how can we help prevent the prevalence of diseases determined by those.

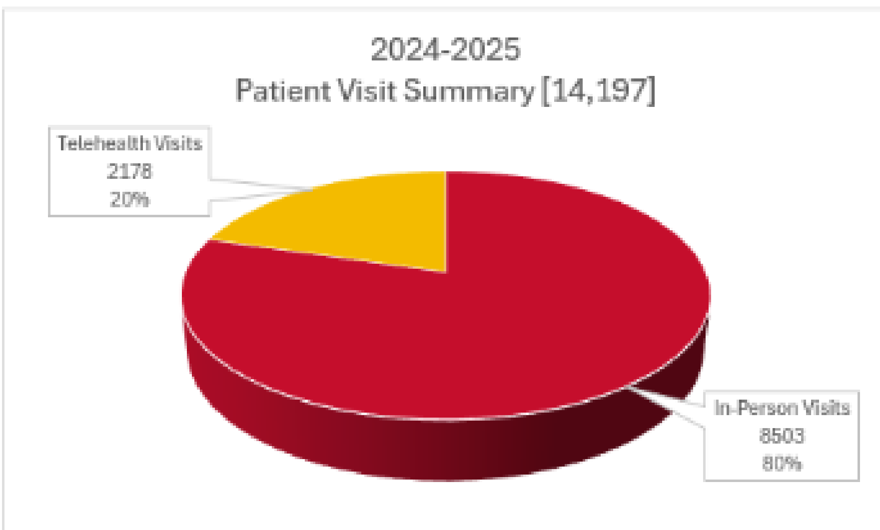
2. Please discuss the means that you are utilizing to evaluate your success in achieving the DSA strategic initiatives as well as action steps in contributing to the retention of students. Where data exists, discuss any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting this data.

The care provided to our students through the student health center and campus pharmacy is documented following all HIPPA and FERPA compliance points. We currently use the Point and Click EMR (Electronic Medical Records) platform to document every encounter and interaction with our students. In our campus pharmacy, we use a point of sales software, Redsail, to help us track prescriptions filled and immunizations applied.

2024-2025: August 10, 2024 to August 15, 2025

Patient Visit Encounters:

- Appointment Encounters:
  - 80% In-Person (8,503) [1.63% increase from previous year]
  - 20% Telehealth/Telepsychiatry (2,178) [4.68% increase from previous year]
  - Total (10,681) [2.26% increase from previous year]
- Total Non-Appointment Encounters: 3,516 [3.7% increase from previous year]
- Total Encounters: 14,197 [2.61% increase from previous year]
- Total Unique Patients: 3583 [9% increase from previous year]



Campus Pharmacy

- Encounters: 7,842 (15.6% increase from last year)
- Prescriptions Processed: 10,804 (24.5% increase from last year)
- Prescriptions Sold: 9,334 (20% increase from last year)
- OTC Sold: 2,033 (13.5% increase from last year)

3. Please discuss any budget or organizational changes experienced since your last (FY2026) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections.

    - A number of staffing changes have occurred. Vacancies during transition have been managed internally and with contract staffing to minimize impact on services. Most of the new staff are now onboard, and we have a strong team coming together to enhance all the services we provide.
    - The provider changes made last year, and the investments earlier this year, resulted in the growth of women's health services. This has had a significant impact on the number of female students served this year and the quality and convenience of that service, leading to impacts on students' success.
    - Filling the vacancy in the Assistant Director for Health Communications in June is leading to significantly more reach this fall that will have positive impact on the number of students served and educated.
    - We worked creatively to increase our total net revenues from programs and services this year, and that allowed us to keep pace with rapidly rising costs.
    - The freezing of fees (including the dedicated Student Health Fee that has not increased since 2008 and is well behind market rates) has continued to put significant pressure on the need to generate additional revenues. This is counter to our desire and mandate to keep services affordable and accessible for students while still being able to provide quality services.
    - We're working hard to maintain this critical principle, but the dedicated fee now only funds just over half (52.86%) of the Student Health Center and Campus Pharmacy operational budget.
    - Because of the dedicated fee, the Student Health Center and Campus Pharmacy does not submit any requests for one-time funding and manages these kinds of needs within the operating budget