



# CAL STATE LA

CALIFORNIA STATE UNIVERSITY, LOS ANGELES

# Health Services Fee Adjustment Proposal

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# CSU Executive Order 943: Policy on University Health Services

- **Purpose:**

- Student Health Centers shall be established and maintained to facilitate the **retention of students** matriculated in state-supported programs of the university and to **enhance the academic performance** of students through accessible and high quality medical care, public health prevention programs, and educational programs and services.

- **Required Basic Health Services:**

- Primary outpatient care
- Family planning services
- Public health prevention programs
- Immunizations
- Health education
- Clinical laboratory services
- X-ray services
- Pharmacy services
- Consultation and referral to off-campus health care providers
- Other campus health consultative services
- First aid to all persons on the campus

- **Augmented Services:**

- Psychiatric, chiropractic, optometry, dental, massage therapy

# CSU Executive Order 1053: Policy on Student Mental Health

- **Purpose:**
  - Student mental health services shall be established and maintained to **enhance the academic performance** of matriculated students and to facilitate their **retention** in state-supported programs of the university. These services shall include accessible, professional mental health care; counseling, outreach and consultation programs; and educational programs and services.
  
- **Required Basic Services:**
  - Counseling/psychotherapy
  - Suicide and personal violence services
  - Crisis services
  - Outreach
  - Mental health consultation
  - Referral resources
  
- **Augmented Services:**
  - Psychiatric care

# Services Provided by the Student Health Center

- Primary medical care
- Urgent care
- Reproductive care
- Psychological counseling
- Psychiatric care
- Nursing
- Pharmacy
- Laboratory
- X-ray services
- Optometry care
- Dental care
- Chiropractic care
- Sports Medicine
- Nutrition consultation
- Health promotion and education services
- Mental health education
- Public health services
- Consultation services
- Mental health crisis prevention and management
- Massage therapy
- Sexual assault victim advocacy

# Services Provided by the Student Health Center

July 2016 - June 2017

- Provider visits: **20,497**
- Laboratory tests: **5,726**
- Medication prescriptions (through October 2017): **5,373**
- X-rays: **677**
- Participants in health promotion and education activities (CPR trainings, guest lectures, information fairs, presentations, Tips training, workshops): **6,678**
- Visits to SHAC (69 student members) 60 Health Hut events: **8,825**
- Mental health trainings, presentation, outreach, town hall coaching, satellite counselor presence: **Additional hundreds**
- Cal State LA SHC amongst the highly utilized student health centers in the CSU system

# Students Feedback on Student Health Center Services

- **91% of survey respondents expressed satisfaction with services**
- **Score of 4.5 out of 5 on satisfaction**
- **Score of 4.8 out of 5 on importance**
- “An extraordinaire place filled with intelligent and able people that have helped transform my life. I will always be eternally grateful for CSULA and there doctors and counselors.”
- “I wouldn’t be here or still enrolled in school if it wasn’t for CAPS therapy!”
- “I am so happy that she is my counselor! She has helped me develop into a better person and makes me feel hopeful in my life experiences.”
- “I don’t know how else to say than the words ‘Thank you!’”
- “The health facility at Cal State LA is superb. Hopefully budget cut will not hurt this institution too much. This place is priceless to a poor student with no insurance. Thank you!”
- “Very affordable services! Highly recommend SHC.”
- “Everyone is very kind, I prefer coming here than my own doctor.”
- “The chiropractic services helped me tremendously after a recent car accident. I greatly appreciate the care and would have not been able to afford it outside.”
- “IT IS WONDERFUL TO HAVE SERVICES SUCH AS THESE AVAILABLE TO US. THANK YOU”
- “This resource is vital to my success. It has helped me cope with my stresses from school and PTSD from family upbringing. I am eternally grateful to my counselor for supporting me unconditionally and providing an atmosphere that is safe and comfortable to discuss my deepest dilemmas.”
- “Overall, my experiences have been great. The optometrist is one of the best I have visited.”
- “Increase the health service fee so that way the health center has an increased budget for staff and extra equipment.”

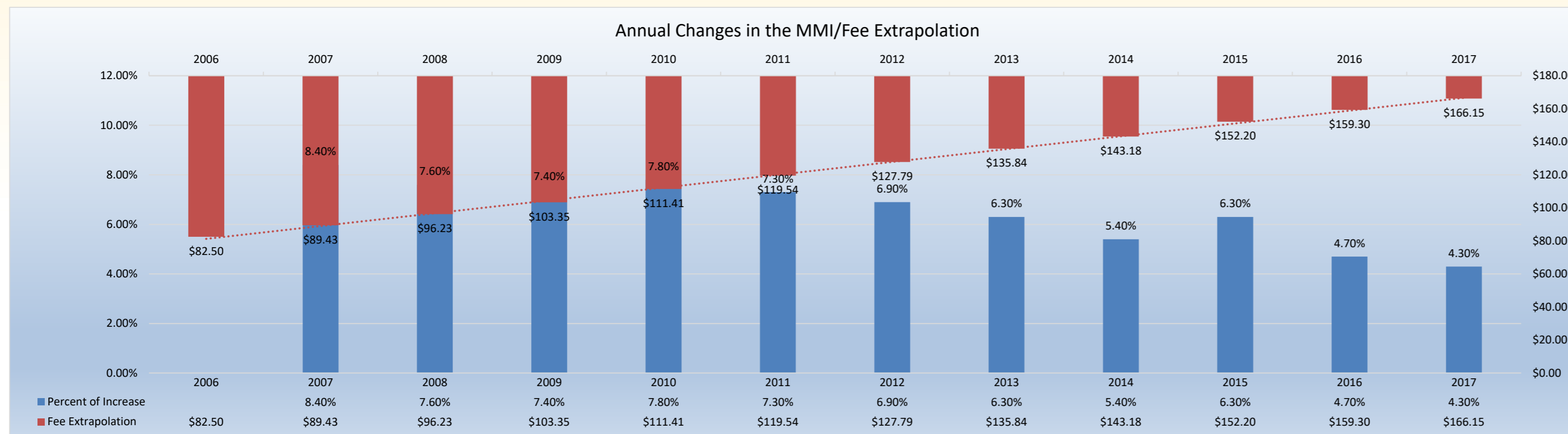
# Health Services Funding, Budget Planning and Reserves

- **Self-Supporting:**
  - Primary revenue is the mandatory student health services fee.
- **Mandatory Fee:**
  - According to EO 943 and I053, campuses may assess all students a mandatory fee to provide basic services.
- **Budget:**
  - Student health centers should develop short- and long-term budget plans.
  - The provision of health care services and public health preparedness is complex and unpredictable.
  - Sufficient operating budgets and reserves are necessary to provide high quality services to all eligible students.
- **Reserve:**
  - Operating reserves are necessary to respond to normal business fluctuations.
  - Operating reserves are necessary for implantation of business continuity plan in case of crisis and catastrophe.



# Current Student Health Services Fee

- **\$82.50** per semester (**\$165** per academic year); 2016-17 CSU Health Services Fee averaged **\$269** per academic year
- Not indexed
- Unchanged since 2006



- **\$6** Health Facilities Fee
- 2016-17 average CSU Health Facilities Fee of **\$20**

# State of Student Health Center Budget

Annual Operational Cost: \$5,598,912

Projected 2018-19 Operational Cost Adjusted for General Salary and Benefits Increases:  
\$5,822,723

3% Contingency for Reserve: \$128,279

Health Services Fee Revenue: \$4,275,975

Health Services Fee Budget Shortfall: **\$1,675,027**

# Health Center Budget Based on the Proposed New Health Services Fee

Proposed Health Services Fee: \$132.5 per semester (\$50 increase)

Projected Annual Health Services Fee Revenue: 6,867,475

- Projected budget based on existing staffing level of \$5,951,002
- Plus critical additional staffing needs
  - Full-time Psychiatrist
  - Mental Health Counselors (two)
  - Full-time Physician
  - Registered Nurse
  - Medical Assistant
  - Case Manager/Referral Specialist
  - HIPAA Compliance Officer
- Plus essential health center facilities and equipment

# Proposed Indexing of Health Services Fee

What is indexing of a fee?

Connecting the amount of the fee to a cost of living assessment.

Why should the health services fee be indexed?

Because the cost of healthcare continuously and exponentially increases over time.

It will also gradually adjust the fee and eliminate the need to dramatically increase the fee in the future.

Why should the health services fee be indexed to Milliman Medical Index?

According to industry experts, it is a more accurate representation of the increasing cost of healthcare operations which includes healthcare personnel, medical supplies and equipment, and pharmaceuticals.

# Seeking Alternative Consultation for the Proposed Health Services Fee Increase and Indexing

**What category of fee is the Health Services Fee?**

It is a category II fee which is mandatory and must be paid to enroll in or attend the university.

**Why employ alternative consultation as the vehicle to increase the Health Services fee?**

Alternative consultation provides a meaningful method to discuss the relevant information regarding Student Health Center services

It provides the opportunity to reach and seek out opinions from a broader population.

It gives students the chance to provide input and feedback on the services.

It serves as an educational campaign to increase awareness of Student Health Center services.

**What is the role of alternative consultation in informing the recommendation of the Student Fee Advisory Committee?**

Student feedback and survey data will be presented to the committee in advance of its decision.

Historically, this consultative process has provided the committee an effective and accurate gauge of students' opinion of health services.

# The Plan for Conduction of Alternative Consultation

The Student Health Center plans to run a student information and input campaign including:

- Consultation with ASI leadership and requesting support for the fee increase and indexing.
- Consultation with Student Health Advisory Committee (SHAC) and soliciting the Committee's direct support in educating students regarding the need for the fee increase and indexing and promoting the distribution of information and surveys.
- Distribution of an information bulletin and notice to students that details the reasons for the increase and indexing and seeking feedback.
- A special SHC fee website to include information about the increase and an email address for student comments along with a link to a web based survey.
- A series of four to six ¼ page advertisements in the University Times explaining the proposed increase indexing and how to provide input.
- Information booth positioned on the main walkway during the peak hours to distribute bulletins and provide information and answer questions.
- Presentations to students in IHE classes (if permitted) detailing the services and fee adjustment proposal currently provided by the Student Health Center.
- A link to the special SHC web site and corresponding web-survey will be provided on the University home page as well as the SHC main page.
- Broadcast information regarding the proposed fee increase and web-survey on the student housing channel and print bulletins and surveys for housing residents.
- Post bulletins and surveys to be distributed in the U-SU program area and provided to all campus clubs and organizations and athletes. Information bulletins to be widely distributed and placed on bulletin boards and kiosks throughout the campus.



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# Thank You!

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