Division: Student Life  
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Accountability Report
(Applicable To All Funds)

Student Health Center Operating & Facilities Funds

Budget: $5,001,107  Expenditure: $5,001,107

Please use evidence-based data including year-end financial reports and historical data for comparison.

1. Describe how resources are aligned with the campus strategic plan, which includes Engagement, Service, and the Public Good; Welcoming and Inclusive Campus; Student Success; and Academic Distinction.

The Student Health Center (SHC) embraces the University’s mission and strives to align resources to fulfill its role in furthering the objectives of our Strategic Plan while providing high-quality, affordable health care and health education for the students of Cal State LA, serving to preserve and enhance their potential for academic success and personal development. The Center’s services include:

- Primary medical care
- Counseling and psychological services
- Psychiatric services
- Health promotion and education
- Pharmacy
- Laboratory
- Radiology
- Chiropractic
- CPR training
- Dental services
- Massage therapy
- Nutrition counseling
- Optometry

In providing these services, the SHC plays a significant role in supporting student success as the health of the body and mind is paramount in maximizing learning potential and academic performance. Furthermore, the Center educates and encourages students to adopt and maintain...
healthy and safe lifestyles that benefit, not only themselves but, the community at large. The SHC contributions extend well beyond direct services to students and include those in support of engagement, service, and the public good through its efforts in implementing public health strategies, increasing awareness and enhancing knowledge of physical and mental health, as well as promoting best lifestyle practices to maximize health and wellness. Furthermore, the SHC engages in educational and training activities in direct support of academic programs as well as creating a welcoming and inclusive campus that fosters wellbeing, care, and a thriving environment for students. The SHC’s collaborations with University programs and departments in a supportive role are extensive and include those involving: Student Conduct; CARE Team; Dean of Students Office; Mind Matters; Veterans Resource Center; Dreamers Resource Center; University Student Union Cross Cultural Centers and Center for Student Involvement; ASI; EOP; New Student Orientation and Parent Programs; Housing; Public Safety; OEDI Title IX; and many academic programs.

The Health Services Fee (SF005) and Health Facilities Fee (TH452) are the SHC’s primary source of revenue and are used to cover the comprehensive cost of operations including: salaries and wages, benefits, workers compensation insurance, supplies, contractual services, equipment, building repair/maintenance, and other operating expenses. As with most health care operations, human resources - salaries, wages and benefits - account for over 90% of the operating expenses. While this leaves little flexibility to reprioritize existing funding to support specific strategic goals, the Student Health Center continuously seeks to improve service to students, and as such, recruiting and retaining the highest quality healthcare providers and support staff continues to be a critical strategic priority, to assure student success and, affectively, promote all other aspects of the strategic plan as well.

In the findings of the Chancellor’s Office comprehensive audit of Student Health Services at Cal State LA completed in February 2018, the auditors acknowledged that “the operational, administrative and financial controls... taken as a whole, provided reasonable assurance that risks were being managed and objectives were met.”

2. Provide key evidence and measurements of success.

It is difficult to measure fully the outcomes of healthcare, mental health and health education services. Nonetheless, the Student Health Center regularly uses tools such as patient satisfaction surveys, patient feedback forms, client surveys and suggestions, and aggregate health information data from visits, encounters, outreach activities, educational activities, presentations, etc., to assess its outcomes.

This year the Student Health Center served about 6,678 unique students through 24,679 patient visits to providers of medical and mental health care services, excluding ancillary services provided by Pharmacy, Laboratory, and Radiology. In addition, our Counseling and Psychological Services (CAPS) and Health Education departments provided a multitude of workshops, presentations, training sessions and group counseling sessions serving thousands of additional students as well as staff and faculty.

The results from our 2017 Student Health Services Survey conducted as part of our Alternative Consultation in conjunction with the Student Health Services Fee Increase Campaign, were very positive. When asked, “do you believe having an on-campus Student Health Center is valuable”, 74% of respondents “strongly agreed” and 19.8% “agreed” (on a scale ranging from “strongly agree” - “agree”
“disagree” - “strongly disagree” or, “no opinion”). When asked if they would “support increasing the availability of medical services” and “increasing the number of mental health counselors”, over 80% of students surveyed responded favorably. In addition, we solicited and received many comments and suggestions regarding: improving services while continuing to keep them affordable; augmenting the number of medical providers; increasing the availability of mental health care appointments; and, doing more to get out information to students regarding SHC services.

This survey, along with other information gathered in the campaign, was particularly instrumental in demonstrating that despite that many students indicate having outside medical insurance, they continue to utilize and rely on the high quality on-campus health services and health education provided by the Center. In addition, data collected showed a continued increase in the demand for mental health services, consistent with nationwide trends in college health. As with all survey results, our CQI team assesses and evaluates the data collected to recommends improvements and, were appropriate, may initiate policy, procedural or operational changes to adopt these recommendations in very tangible ways.

3. Describe program outcomes and results. Identify challenges encountered.

The organization’s success is defined by the observation of its ability to facilitate improved student physical and mental health, positive changes in lifestyle choices, decreasing risky behavior, and increased understanding of best practices for sustained health and wellbeing. On an ongoing basis, the SHC assesses itself through its comprehensive continuous quality improvement (CQI) program that evaluates and improves many aspects of care and services provided. The SHC is externally assessed by the Accreditation Association of Ambulatory Health Care (AAAHC) and has been successful in attaining full accreditation throughout the years. In fact, we just recently received another full 3-year AAAHC accreditation, valid through July of 2021. In addition, the Student Health Center works collaboratively with the Office of the Vice President for Student Life, the Dean of Students Office, the Student Health Advisory Committee (SHAC), the Campus Care Team and other campus constituents to respond to identified health concerns and improve the overall health and wellbeing of the student body.

Adequate and sustained funding has been a major challenge for the Student Health Center as the continually rising cost of health care operations, primarily salaries and benefits, along with the ever-increasing cost of pharmaceuticals, supplies, equipment, and services had left the Center with a widening structural deficit. In order to overcome this challenge and assure future stability, the SHC embarked on a comprehensive Student Health Services Fee increase campaign in the Fall of 2017 and successfully secured approval of a fee augment, adjusting the fee from $82.50 to 132.50 per semester, effective Fall 2018. Additionally, the fee has been indexed to adjust annually in coordination with the Millimen Medical Index (MMI). This fee increase/indexing will achieve the goal of addressing the long-term stability of the Center's budget and stabilize services to students well into the future. Unfortunately, the Health Facilities Fee, which has not been adjusted since the mid-1980’s and falls dramatically short of meeting the building repair and maintenance needs of our aging facility, remains under the purview of the Chancellor’s Office and was not addressed as part of this effort.