



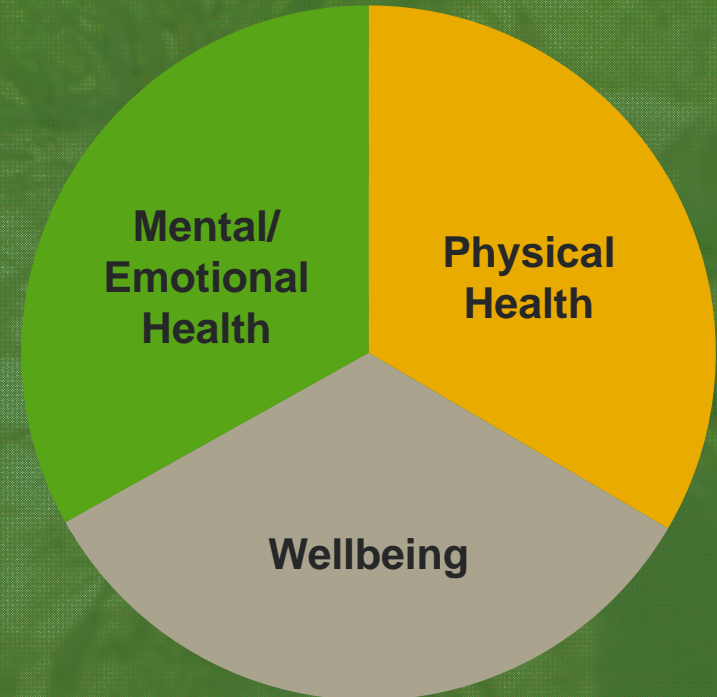
CAL POLY

Student Affairs
Campus Health & Wellbeing

A conversation about your health and wellness



SUPPORTING THE WHOLE YOU





THE CHALLENGE



Long Walk-in Wait Times



Limited Center Hours

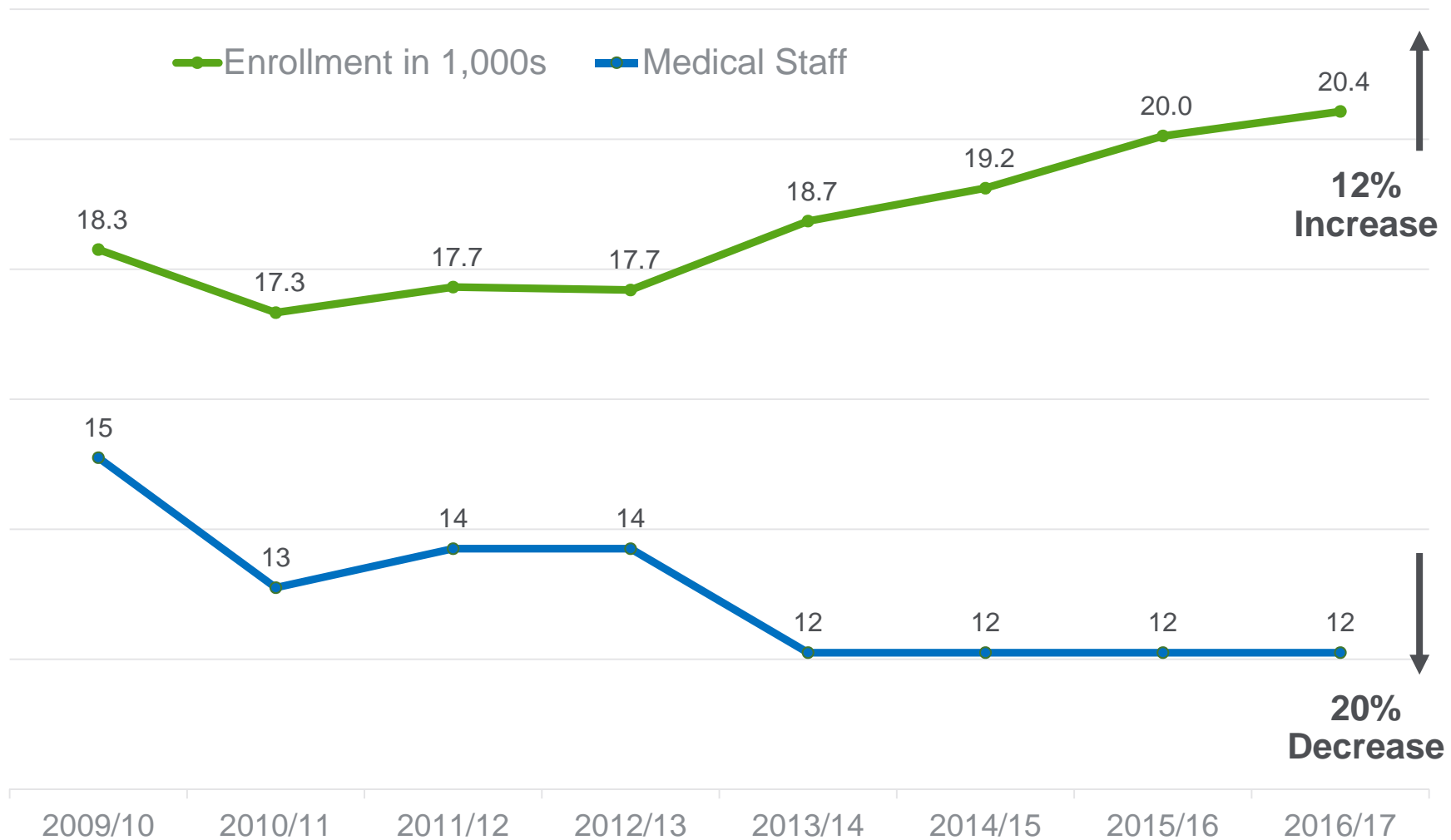


Not Enough Appointments

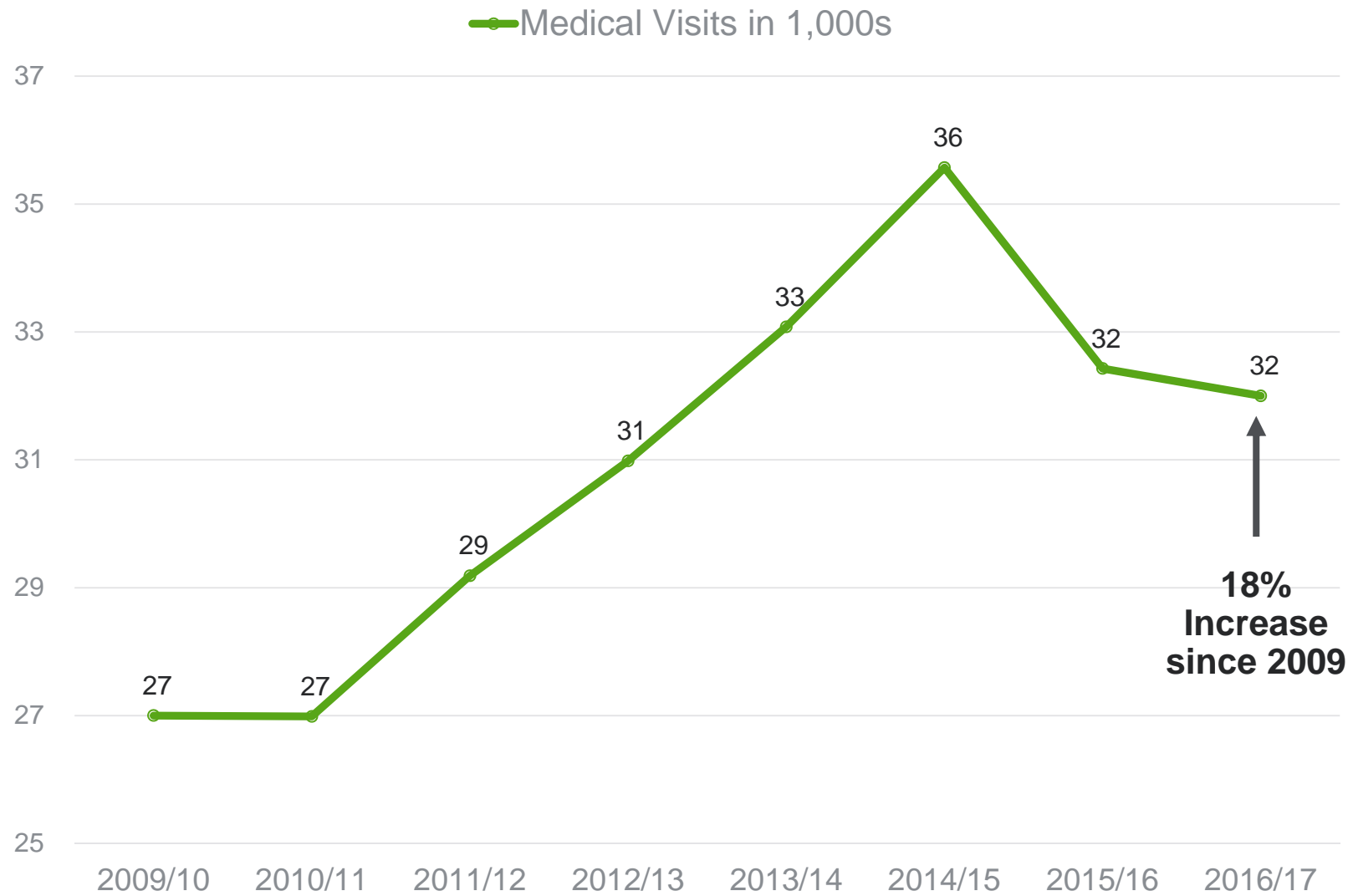


Not Enough Counselors
& Medical Staff

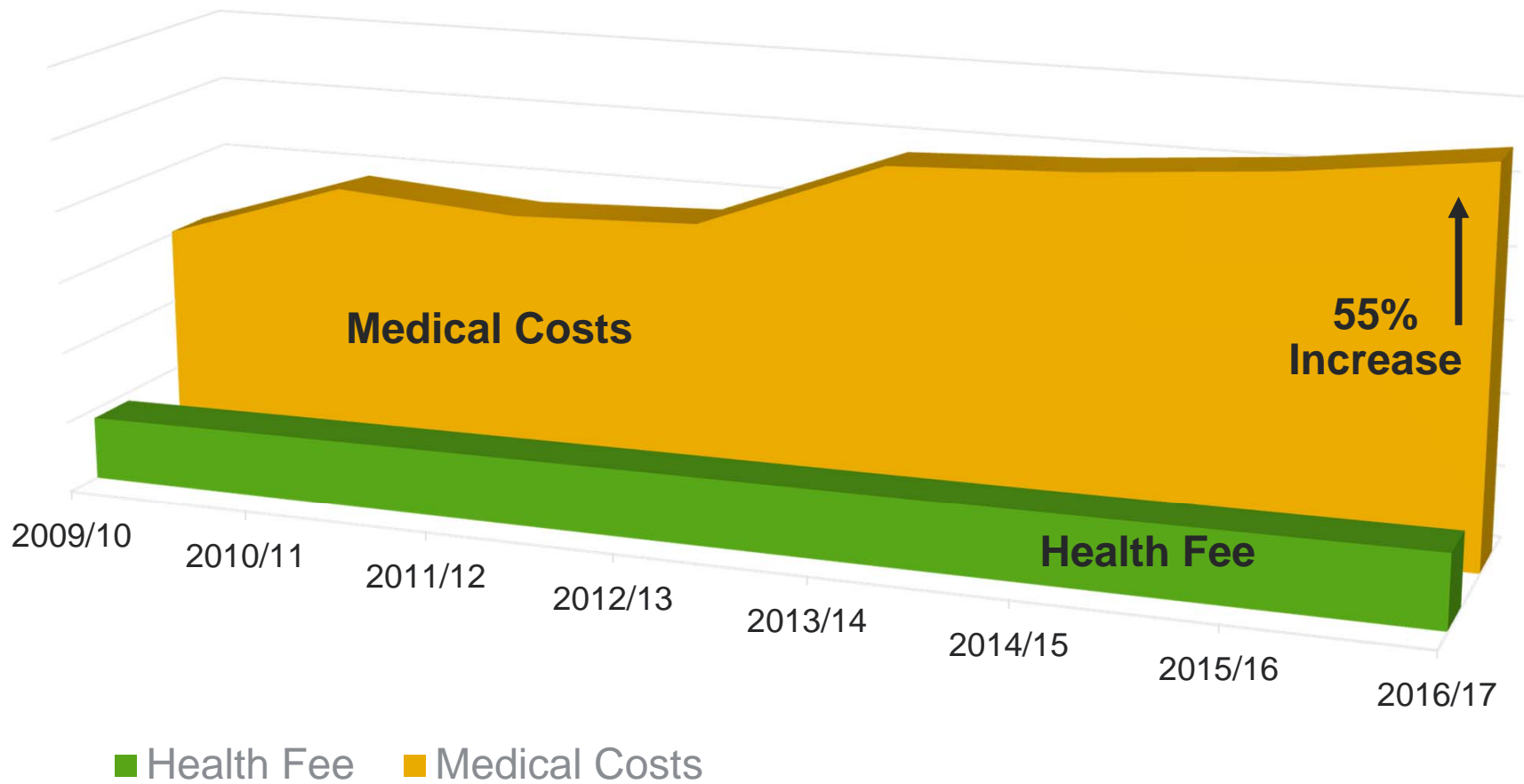
Student Enrollment & Medical Providers



Medical Visits



Cost of Service vs. Health Fee



CURRENT CLIMATE

HEALTH SERVICES

ANNUAL USAGE

32,000 Visits Last Year

PEAK WALK-IN WAIT TIMES

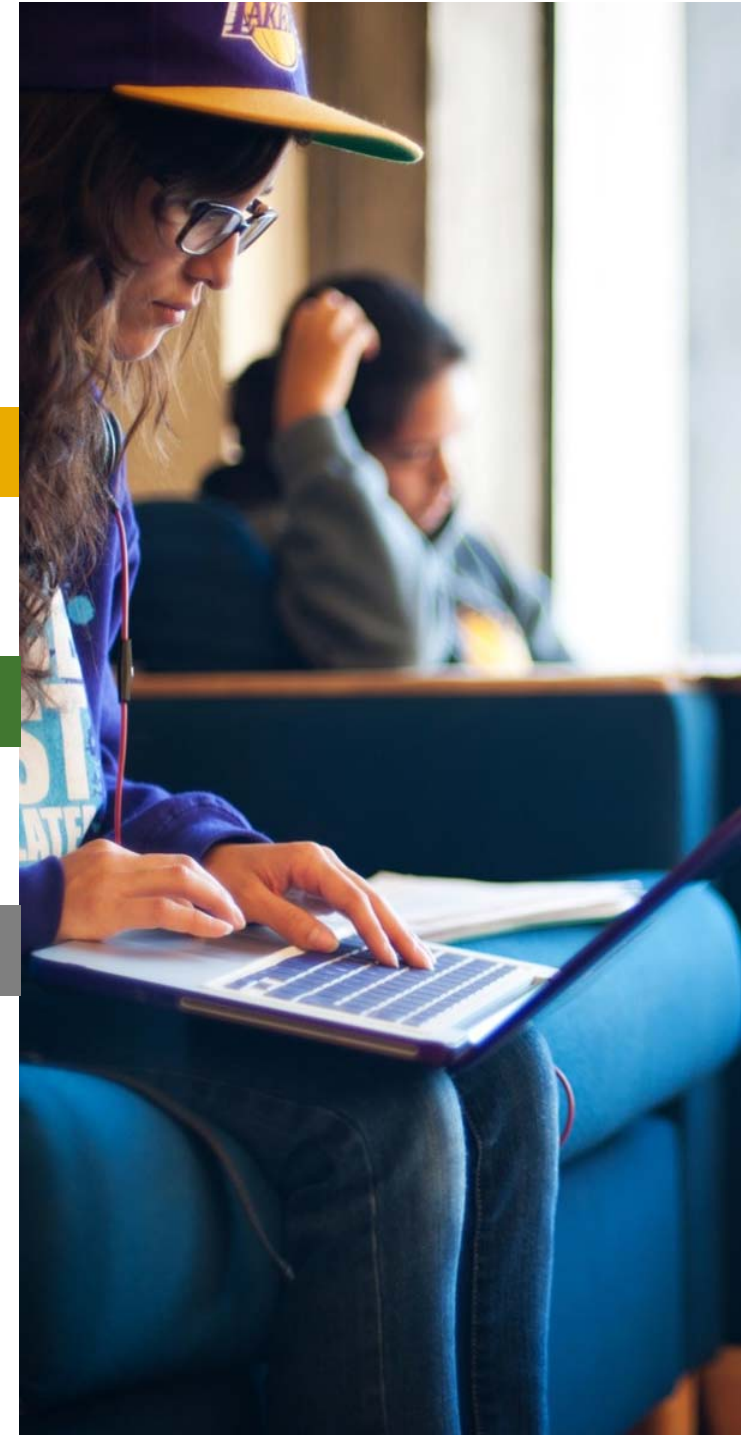
3 Hours

AVG. WAIT TIME, FUTURE APPTS.

2 Weeks



Serve 250 students daily





CURRENT CLIMATE

MENTAL HEALTH

AVERAGE WAIT TIMES

3–4 Days

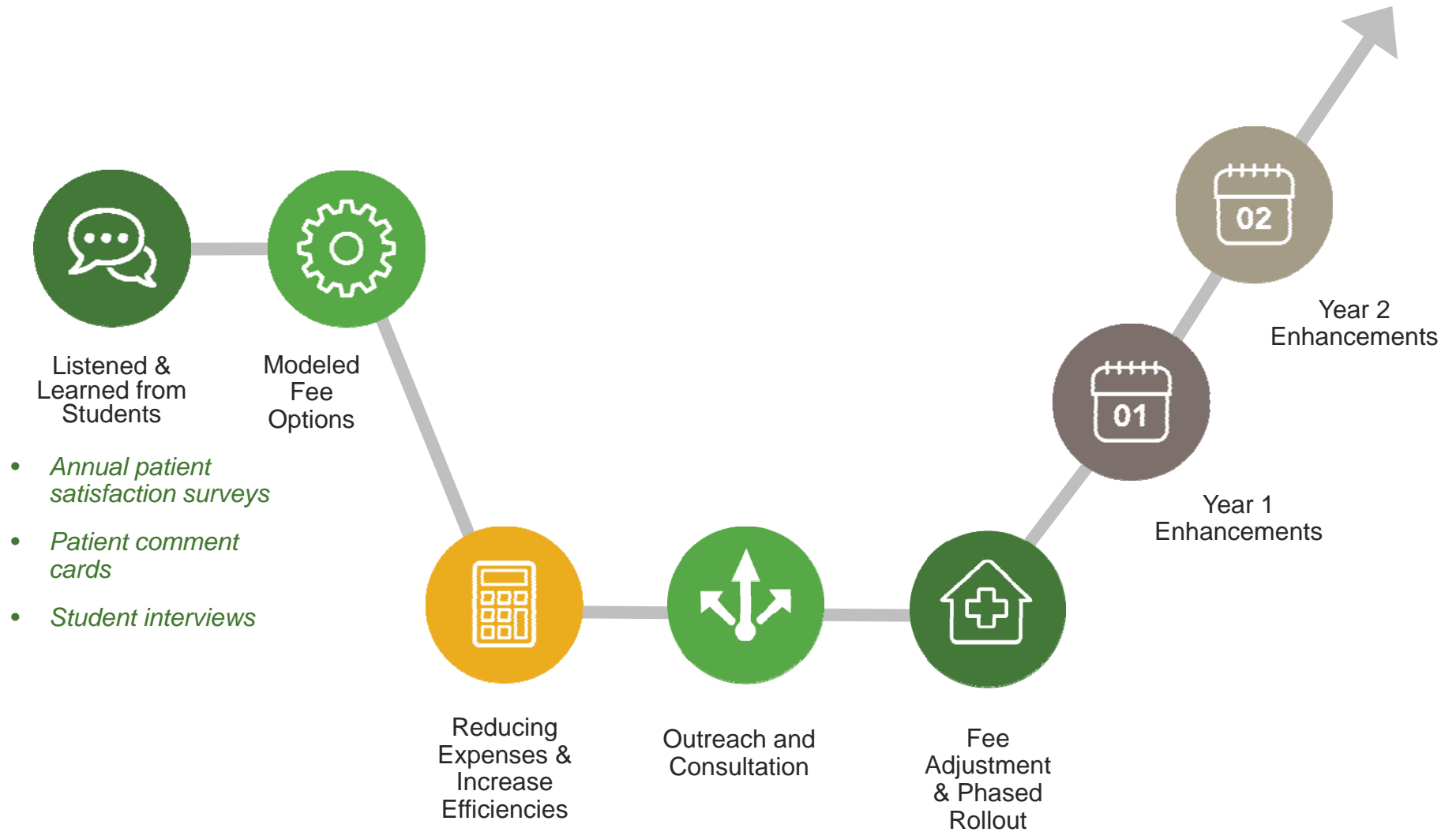
AVERAGE SESSIONS/STUDENT

2.7 Sessions



1:1550 (counselor/students)

THE ROAD MAP



THE PROCESS

- CSU Policy for Alternative Consultation process guides us in engaging campus in conversations about student-based fees.
- Last 5 health fee adjustments at CSU campuses used alternative consultation, including Cal Poly's last fee adjustment
- Education Campaign Period: October 13 – November 19
- Open Forums: November 1 and 9
- 22 Student Presentations
- Detailed Website Information: **chw.calpoly.edu/healthfee**

	CURRENT FEE \$105/qtr. (\$315/year)	OPTION A Additional \$99/qtr. (\$204/qtr. \$612/year)	OPTION B Additional \$114/qtr. (\$219/qtr. \$657/year)
MEDICAL BENEFITS			
Avg. walk-in wait time	2-3 hours	1-1.5 hours	
Avg. wait time for future appts.	2 weeks	1 week	
Technologies	Limited	Better user experiences (text notifications, estimated wait times)	
COUNSELING BENEFITS			
Counselor/ Student Ratios	1:1550	1:1000	1:800
Avg. wait times	3-4 days	2-3 days	1-2 days
Avg. quantity sessions/student	2.7	4+	6+
Refer student to community	Most students	Some students	Only students who request it
CENTER HOURS			
Center Hours	Closes at 4:30 p.m. during weekdays	Expand weekday hours into evenings	

THE SOLUTION

Details

- Only new students pay the adjusted fee
- Current students will continue to pay current fee but will benefit from enhancements over time
- If approved, new fee will begin Fall 2018
- Fees will go towards additional medical and mental health staff – not facilities improvements or administrative staff
- 4% annual increase will be built into the adjusted fee to keep up with inflation and rising health care costs
- 30% Financial Aid set aside for students with financial needs (per FAFSA)

IMPLEMENTATION PRIORITIES

- Engage Student Health Advisory Committee
- Phase-in staff hiring and prioritize needs during peak times
- Expand weekday hours
- Implement satellite clinics around campus
- Implement new technology options

STAFF RECRUITMENT PLAN

Year 1	1 Physician 2 Nurse Practitioners 1 Medical Assistant	1 Licensed Clinical Social Worker 2 Counselors 3 Health Educators
Year 2	1 Physician 2 Nurse Practitioners 2 Physician Assistants	1 Clinical Lab Scientist 1 Licensed Clinical Social Worker 3 Counselors
Year 3	1 Physician 1 Physician Assistant 2 Registered Nurses	1 Radiologic Technician 3 Counselors
Year 4	1 Nurse Practitioner 2 Registered Nurses 1 Pharmacist	1 Phlebotomist 4 Counselors

More Medical Staff	In-House Lab Tests	No Cost Travel Clinic	Low Cost Vaccinations	No Cost Psychiatric Care	No Cost Wellbeing Services
Expanded Hours	No Cost Minor Office Surgeries	Low Cost Prescription Medications	No Cost Mental Health Counseling	After Hours Nurse Advice Line	Enhanced Online Appointments
Non-Urgent Care Services	No Cost X-Rays	Low Cost Over-the-Counter Medications	No Cost Crisis Care	No Cost Health Education	Shorter Wait Times

SUMMARY

How will the health fee support students?



More medical and counseling providers



More appointments with shorter wait times



Extended hours

FEEDBACK & INFORMATION

[**chw.calpoly.edu/healthfee**](http://chw.calpoly.edu/healthfee)

[**yourhealth@calpoly.edu**](mailto:yourhealth@calpoly.edu)