

# UC SANTA BARBARA

# Student Health Service

## Student Health Advisory Committee (SHAC) Spring Meeting Minutes

Monday, 04/29/2024, 3:30 pm – 4:51 pm, SHS Conference Room

### Members Present

Graci Novack (Co-Chair)	Student Advisor to The Executive Director of SHS
Dr. Vejas Skripkus (Co-Chair)	Executive Director of Student Health Services
Dr. Erin Moore	Student Health Medical Director
Dr. Edwin Feliciano	Director of Behavioral Health
Dr. Jackie Kurta	Director of the Alcohol and Drug Program
Randy Lina	Director of Pharmacy
Kristen Rogers	Director of Nursing
Buster Buchanan	Health and Equity Advocate
Paula Kirchoff	Insurance Advisor
Stephanie Luong	Goodspeed Intern

### 1.) Call to Order

- a.) Co-chair Novack called the meeting to order.

### 2.) Winter meeting minutes approval

- a.) Sent out via email due to lack of voting member attendance at the meeting.
  - i.) Approved by S.L and seconded by C.A

### 3.) Sexual Orientation and Gender Identity (SOGI) Survey

- a.) Purpose - gather data to ensure proper patient care at SHS/CAPS.
- b.) Requesting student feedback to best decide how to administer the survey to serve students and be properly used by providers.
  - i.) Committee member requested to have survey sent to student SHAC members that were unable to attend meeting for feedback
    - (1) Student member reply– questions seem respectful and inclusive. Suggestion to include open-ended answer options

- (2) Student member reply– the survey provides a variety of options alongside options for students that are not interested in divulging such information.
- c.) (see [mock survey](#) for questions)
- d.) Survey will be applied to all students when making an appointment with SHS and CAPS. Not mandatory, but must be submitted
- e.) All questions require 1 answer
- f.) Goal is to launch in the summer. Fully implemented in the fall.
- g.) Info goes to profile, students have access to their profile and can edit after they submit the survey
- h.) Gender identity will be visible to providers upon visit
  - i.) Discordance with gender identity and sexual orientation will alert providers at appointment
- i.) Not being shared with any other campus entities
- j.) Committee member suggested updating the medical release form to remind students that SOGI data may be shared if referred out.
  - i.) Will follow up on this
    - (1) Pertinent staff made aware, more to come closer to launch
  - ii.) Member foreshadows potential upcoming legislation issues

#### **4.) Emergency transportation fees**

- a.) Adding to emergency/after-hours care
  - i.) Approved by committee present
  - ii.) Member suggests having the info as a drop-down bar that happens after hours.
    - (1) Message Andrew. See if the page can be present after hours.
      - (a) A pop up on the page is possible. He is looking into changing the default
  - iii.) Additional input from students on emergency/after hours page requested by committee. Request for student input sent promptly after the meeting.
    - (1) What would be most helpful for students to see on the page in regards to after hours care?
    - (2) Have emergency services in its own horizontal band
    - (3) Have emergency services/after-hours page be default after-hours
      - (a) 2 Student members agree that this would be helpful, specifically having any information about after-hours present when SHS is closed.

- (b) Student input – The normal website should still be accessible after hours
- b.) Committee member pointed out that the after-hours handout linked to this page needs to be updated
  - i.) Will follow up on this
  - ii.) Worked with Andrew on getting this edited
    - (1) PDF has been [updated](#), reflected on website
- c.) Committee member suggested having emergency/after-hours info on the Myhealth portal
  - i.) Will follow up on this
    - (1) Added to MyHealth portal on the appointments page
- d.) Committee member suggested adding veterans transportation services to the SHS website
- e.) Member suggested to have yellow cab information on the emergency/after-hours page
  - i.) SHS must request the cab for it to be covered
  - ii.) Member pointed out the risk of not using an ambulance during an emergency, suggesting not to publicize this as an emergency transport option.
- f.) SHS Website suggestions
  - i.) Committee member suggested adding more eating disorder-inclusive information
    - (1) Based on feedback from students. Campus eateries have calorie counts that have been triggering for some students
      - (a) Member pointed out that this information can't be legally removed
      - (b) Member suggested listing the eateries that publicize calorie counts on the SHS nutrition counseling page (medical services)
      - (c) Involve SHS dietitians
- g.) Committee member pointed out that there is an SHS registered dietitian that needs to be added to the nutrition specialist page
  - i.) Will follow up with this
- h.) Committee member asked about free services section on SHS website
  - i.) They are located under [medical services](#)
  - ii.) SHS free services are listed on the wellbeing website's [medical health page](#)
  - iii.)

## 5.) MyHealth Portal Updates

- a.) Increasing access to asynchronous care
  - i.) ECM and vaginitis visits
    - (1) Not currently charging for asynchronous visits (both appointment and visit)
    - (2) Accessible to non-UC SHIP students
    - (3) Restorative Justice Fund can help pay for more expensive labs
  - ii.) Eventually planning to charge for asynchronous appointments
    - (1) Committee member asked if the fee will be equivalent to a normal/ in-person appointment fee.
      - (a) Disclosure of appointment cost will be displayed on the portal. UC SHIP holders will have no-cost appointments. Non-UC SHIP/GAP will have a fee but lower than a normal appointment.
  - iii.) Over 1,200 asynchronous visits since fall quarter implementation
  - iv.) Committee member asked if other UCs are implementing similar asynchronous care
    - (1) Yes
  - v.) Member asked for clarification that STI testing is free for all students
    - (1) No, free for UC SHIP. Majority free with GAP. Low cost for waived.
  - vi.) Rx prescribed from asynchronous visit will likely result in a charge for waived students.
  - vii.) Member suggested to add a free services section to the MyHealth portal
    - (1) Will look into this and follow up
      - (a) Andrew is working on adding the after hours PDF to the portal

## 6.) Pharmacy Updates

- a.) General reminders
  - i.) UC SHIP holders can fill over 30 day supply for non-controlled substances
  - ii.) The pharmacy is closed 12-1 for lunch.
  - iii.) All purchases can be billed to barc or credit card
  - iv.) Medication shortages can be mitigated with clinic partnerships
    - (1) Most pharmacies are having this issue
    - (2) Special allocations due to demographic knowledge and preparedness.

- v.) OTC meds lower cost than competing outside pharmacies

## **7.) Nursing Updates**

- a.) Lobby update
  - i.) There has been progress made on pharmacy remodel
  - ii.) Anecdotal student and staff input, liking TV content
- b.) General training for RAs and orientation staff to help students navigate SHS
  - i.) Also presentations for parents during orientation
- c.) Mass immunization clinic for entry vaccines
- d.) New trainings for MAs.
  - i.) Sterile field, autoclave
- e.) Overhauling emergency preparedness
- f.) Updated routing slip
  - i.) Colored map

## **8.) '24-25 UC SHIP Plan Cost**

- a.) 23% increase in plan rate
- b.) Over 500 large claims caused this increase. Pooled campus system
  - i.) Likely rate increases next year as well
- c.) Lyra health pilot discontinues 8/1

## **9.) Follow up**

- a.) Color-coded map. Working with the Office of Budget and Planning to create
  - i.) Send the SHS-created map to Office of Budget and Planning
    - (1) Ask if they can add student accessible restrooms

## **10.) Open floor discussion**

- a.) Goal for next SHAC meeting is to have more students present
- b.) Member inquired about RA and orientation staff training presentation details
  - i.) Includes everything you need to know about SHS
- c.) Inquiry about parent webinar
  - i.) Separate from tour
  - ii.) Live recording sent to families that couldn't attend. SHS will be participating
    - (1) 6 occurrences
- d.) Termination of Lyra contract. We would like student input
  - i.) Member asked why the plan was terminated
    - (1) The pilot was too expensive
    - (2) More utilizers than planned
  - ii.) Member asked if alternatives were being suggested
    - (1) UC SHIP is not currently looking for alternatives. Looking to hire more providers at the student health level

- (2) Bring down costs of other sectors to afford Lyra
  - (3) Campuses are concerned about the longevity of UC SHIP
    - (a) Potentially leaving plan
- iii.) Clarification provided as to how UC SHIP functions and why plan cost continues to increase
- iv.) Lyra was the solution to mitigate the capacity constraints of CAPS and Behavioral Health
- v.) The access to care issue did improve with Lyra
  - (1) How will we manage post-termination?
    - (a) Member suggests Mantra Health, a similar mental health provider to Lyra
    - (b) Prevention.
    - (c) Outsource ADHD screenings and assessments
- vi.) Member asked if we could have our own Lyra plan
  - (1) Lyra was not only for providers, also a library of resources
- vii.) Member asked if Lyra can be offered to all students regardless of UC SHIP
  - (1) All students could opt-in. It would have to be a plan that the Chancellor decides to provide/ approve
- viii.) Member inquired if U Will was still a service offered
  - (1) Yes

## **11.) Adjournment**

- 1) 4:51 pm