

UC SANTA BARBARA

Student Health Service

Student Health Advisory Committee (SHAC) Meeting Minutes

Thursday, 11/30/2023, 3:30 pm – 4:43 pm, SHS Conference Room

Members Present

Graci Novack (Co-Chair)	Student Advisor to The Executive Director of SHS
Dr. Erin Moore	Medical Director of Student Health Services
Dr. Vejas Skripkus (Co-Chair)	Executive Director of Student Health Services
Dr. Edwin Feliciano	Director of Behavioral Health
Dr. Jackie Kurta	Director of the Alcohol and Drug Program
Buster Buchanan`	Health Equity Advocate of Student Health Services
Margaret Klawuun	Vice Chancellor of Student Affairs
Maya Plafkin	SFAC Transfer Student Representative
Daniel Sammie	EOB Undergraduate Representative
Jada Moore	A.S. Health Care Initiatives Coordinator
Carolyn Aronson	Recreation Department Student Representative
Diego Castillo	ICA Student Representative
Madi Urabe-Myers	CAPS Mental Health Peer
Stephanie Luong	Goodspeed Intern
Mandy Shihadeh	Greek Life Representative

1.) Call to Order

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

2.) Meeting minutes

- a.) Previous Fall Meeting motion approved by voting member J.M. Seconded by D.M.

3.) Introductions

- a.) Name and title

4.) Committee Photos

- a.) Co-chair Novack took individual committee photos of members for the SHS

website

5.) Confidential Space

6.) Updated SHS Map

- a.) Most updated PDF map of the building presented to the committee
 - i.) Working on printing, laminating, etc
 - ii.) Member asked if the updated map would be on the SHS website
 - (1) Yes
 - iii.) No objections to the new map

7.) MyHealth Portal updates

- a.) Name options to replace “secure message care” appointments discussed and voted on by committee members
 - i.) **Asynchronous care**
 - (1) 1st round 4 votes.
 - (2) 2nd round 5 votes
 - ii.) Message only care
 - (1) 1st round, 4 votes.
 - (2) 2nd round, 4 votes
 - iii.) Secure message care
 - (1) 1st round, 1 vote
 - iv.) 24/7 virtual care
 - (1) 0 votes
 - v.) Online or virtual care
 - (1) 0 votes
 - (2) Voting member suggested that this sounds like pt will be meeting with someone
 - vi.) Questionnaire care
 - (1) Voting member asked if care is built through quizzes and then suggested this name
 - (2) 0 votes
 - vii.) Remote care (dismissed)
 - (1) Suggested during meeting
- b.) Student input meetings for portal select Fridays 1-3 pm

8.) Online Lab orders

- a.) Dr. Skripkus presented on the recent UC Risk assessment.
- b.) High-risk burden on UC providers regarding outside lab orders being filled at SHS lab.
 - i.) Critical lab results leave burden on UC provider rather than ordering provider/ specialist

- (1) UC providers may not know how to coordinate care for the patient or read results properly.
 - ii.) A member asked if patients can independently request labs without seeing a provider.
 - (1) Must see an SHS provider and be prescribed the same lab order
- c.) Potential solutions
 - i.) Labs ordered outside SHS must be completed at the prescribing provider's designated lab. Ex Quest
 - (1) UC SHIP covers outside lab services with no extra charge to students
 - ii.) Suggested to create online resources to show where local quest/outside labs are
 - (1) List out options/ how to access lab
 - (2) Bus access to nearest quest
 - (a) Bus instructions, nearest stops, how to get there.
 - (b) AS could do a "Bus access initiative"
 - (3) Look into transportation options

9.) Utilization of old Pharmacy space

- a.) New door for nurse use of space to be added TBD
- b.) Space evaluation is being done to make sure it will be utilized properly
- c.) This will not impact patient care

10.) GRLN Update

- a.) Starting 12/20 campus-wide compliance w/ name preferences
 - i.) 12/31 required UC-Wide
 - ii.) 400+ electronic systems need to be fixed
- b.) Lived name on PNC chart, dead and lived names sent on labs for billing purposes.
- c.) Sex assigned at birth will remain for the provider, not visible to student
- d.) Preferred name used for communication.
 - i.) Dead and lived name + sex assigned at birth on PNC chart and for labs and billing
- e.) Students can change their name in Gold, this can have 24hr delay.
 - i.) Students must change through Gold for campus platforms to reflect the desired change
 - ii.) Students will only see their lived name and preferred gender
- f.) Same identifier for assigned birth name and gender
- g.) Gender assigned at birth or legal sex. Might not be the same on insurance

- i.) Should be legal sex
- h.) Member asked if PNC still has legal name next to lived name.
 - i.) Yes, on the same line.
- i.) All info is from GOLD
 - i.) SHS member made a point- The phone number in GOLD could be a parent's phone number. Phone number on GOLD is from the UC application
 - (1) How can we better remind students to update their contact info?
 - (2) Something to talk about with students when meeting with their provider.
 - (a) Context of phone appointment with ADP

11.) Open floor discussion

- a.) Voting member- Students have been asking where student health is on campus
 - i.) Adding SHS “flag” or signage on campus that leads to SHS. collapsible sign?
 - (1) Ongoing issue here at student health and around campus
 - (2) Suggested to create an ariel view of SHS that shows the entrance
 - (3) Signs are currently back ordered
 - ii.) Interactive campus map addition of SHS
 - iii.) Add on well-being website “please use entrance closest to IV”
- b.) Member asked if Que-less was coming back to SHS
 - i.) No
 - ii.) Student complaints of SHS lines being too busy
 - (1) Not bringing back que-less. We need more appointment desk workers, current shortage. Que-less wasn't very efficient for students or staff.
- c.) Member suggested creating more info on which exact SH services are free regardless of UC SHIP.
 - i.) What nursing services are free?
 - (1) Details not currently on SHS website. On price comparison sheet which is hard to locate on website.
 - (2) Add this info to SHS website.
 - (a) Wellbeing website? Ask Jason Stone
 - (3) Free services to waived section of insurance page
- d.) Member brought up a student complaint regarding the pharmacy.

Specifically, a student wanted to pay for rx with credit card for parents to not find out about certain rx, but was told to charge to BARC.

- i.) Suggested to create a special indication that lets pharmacy staff know that a student wants to pay with credit
 - ii.) We will speak to pharmacy. Remind staff to allow and ask for card or barc option.
- e.) Member brought up a student complaint regarding blind weight at a recent visit. A student complained that their weight was not blind.
- i.) New staff? Attention to red clinic
 - ii.) Student concerns or specific complaints can be filed on the SHS website.
- f.) Member asked if storkie working well on the wellbeing website.
- (1) Yes

12.) Adjournment

- 1) Co-Chair Novack adjourned the meeting at 4:43pm