

# FACULTY/STAFF SERVICES PROVIDED IN A STUDENT HEALTH CENTER



Jim Hunsaker, MLS – Assistant Director, SIU Student Health Services

John Massie, PhD – Assistant Director, SIU Student Health Services



# IF YOU BUILD IT WILL THEY COME?

➡ THE \$300,000 QUESTION



# Why Make Faculty/Staff Services Available?

- Income Generation
- Faculty/Staff Convenience
- Campus Public Relations



# Income Generation

- Opportunity to offset student fees with insurance receipts
- Opportunity to fund new services for students




# Faculty/Staff Convenience

- Quick and easy access to care for non-emergency acute problems
- Reduce employees lost time due to attending medical appointments
- Dedicated site for “on the job” injuries



# Campus Public Relations

- ▶ Campus has a new appreciation for the services that are provided to students
- ▶ Student Health Services can develop a greater level of integration with academic units



# Possible Services Provided To Faculty/Staff

- Acute and Non-emergent Medical Care
- Laboratory Services
- Radiology Services
- Physical Therapy Services
- Pharmacy Services



# Obstacles to Faculty/Staff Services

- Cost
- Capacity
- Billing
- Marketing
- Local Medical Community Resistance





# MYTHS ABOUT FACULTY/STAFF SERVICES

- Faculty will not come and intermingle with students in the same waiting area
- Students will rebel because their perception will be that their fee dollars are being used to treat non-students
- It is OK to call it the staff clinic because after all we have the same employer
- The perception is that the quality of care is sub-standard



# Student Health Centers Currently Providing Faculty/Staff Services

- ▶ Ball State University
- ▶ University of Nevada – Las Vegas
- ▶ University of Mississippi
- ▶ University of Michigan
- ▶ East Carolina State University

# SIU Faculty Staff Convenient Care: A Case Study










# Timeline of SIU Faculty Staff Convenient Care Clinic

- Spring 2007 – Random telephone survey of faculty and staff at Southern Illinois University Carbondale was conducted
- Summer 2007 – Presented proposal to Vice Chancellor of Student Affairs and student body leadership
- Fall 2007 – Proposal tabled due to local medical community resistance
- Summer 2011 – Proposal resurrected with encouragement from new campus leadership and a need to develop alternate funding sources

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- Fall 2011 – Location identified and processes begun to renovate space
  - Spring 2012 – Began contracting and credentialing with the state of Illinois insurance providers
  - Spring 2012 – Began negotiations for electronic billing services
  - Summer 2012 – Hired dedicated Faculty/Staff medical provider and began pilot use of space with students
  - Fall 2012 – Completed negotiations for credentialing and billing and saw first patient in October



# Start Up Costs

- Staffing
- Furniture
- Medical Equipment
- Supplies
- Electronic Billing
- Credentialing
- University Expenses





# Challenges

- ▶ Lack of patients
- ▶ Continuation of care
- ▶ Non-urgent care problems
- ▶ Worker's compensation follow-ups
- ▶ Co-pays



# FY 2014 Usage Statistics

- ▶ 696 total Faculty/Staff Clinic visits
  - ▶ 366 were with a medical provider
  - ▶ 135 were with physical therapy
  - ▶ 88 were with a nurse
  - ▶ 80 were with the laboratory
  - ▶ 28 were with radiology



# FY 2014 Total Revenue

\$43,132



Questions??