Medical Service Fee Referendum
Introduction to the Student Counseling Center (SCC)
The Student Counseling Center (SCC)

The Student Counseling Center offers mental health services for all UTHSA students at **no point-of-use cost** with full **confidentiality**.

**Location:**  
MED 101F, near “glass elevators”

**Hours:**  
M–F, 8:00 AM–5:00 PM  
Answering service 24/7
Advantages of SCC vs. Private Providers

• On-campus convenience

• Wait times for private mental health care providers are excessive
  – 6 month wait for insured
  – 2 month wait for cash-pay ($250-500 per visit)

• SCC staff are “sub-specialists” for UTHSA students
SCC Organizational Structure

Mia Veve, PhD
Director, Psychologist

Martha Almazan
Admin. Associate

Kelin Ogburn, MD
*Psychiatrist

Julie Bailey, MD
*Psychiatrist, SoM

Marcella Alvarez, LPC
Counselor

Kavita Demla, MD
*Psychiatry Resident

Nicholas Ray, MD
*Psychiatry Resident

Hannah Sommer, MS
*Psychology Resident

*indicates part-time staff
Current Funding of SCC

Institutional Funding $154,058

Medical Services Fee* $130,094

Contracted Services 90%

Operational Costs 7%

Testing/Software/Licenses 3%

*based on total student enrollment of 2,875
Services Currently Offered

- Psychotherapy
- Psychiatric Services
- Consultation
- Couples Counseling
- Limited Testing
- Limited Outreach Presentations
Appointments by Type, AY 2015-16

- Case Management, n=1584
- Individual Therapy, n=1167
- Couples' Therapy, n=82
- Crisis, n=22
- Intake, n=221
- Psychiatric Eval, n=142
- Med Management, n=455
- Med Refill, n=1000
- Testing, n=197
- Consultation, n=99
### Students Seen by School, AY 2015-2016

<table>
<thead>
<tr>
<th>School</th>
<th>Students</th>
<th>Enrollment Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL</strong></td>
<td>550</td>
<td>17%</td>
</tr>
<tr>
<td>Medicine</td>
<td>240</td>
<td>27%</td>
</tr>
<tr>
<td>Health Professions</td>
<td>97</td>
<td>15%</td>
</tr>
<tr>
<td>Nursing</td>
<td>96</td>
<td>12%</td>
</tr>
<tr>
<td>Dentistry</td>
<td>63</td>
<td>10%</td>
</tr>
<tr>
<td>Graduate</td>
<td>54</td>
<td>17%</td>
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</tbody>
</table>
Student Testimonials from February 2017

I was diagnosed with depression and anxiety before coming into medical school. I went into my first year with the intent of maintaining weekly skype sessions with my therapist, but as school became more and more demanding, I stopped. As one would expect, my depression and anxiety caught up with me resulting in a breaking point at the end of my first year.

The breaking point led me to fail a module, but it also let me to the Student Counseling Center. I’m not sure if I would still be in medical school today if it were not for the SCC, and I’ve been there almost weekly since. With the help of the SCC staff, mental health became a top priority for me again. For someone like me who needs to stay on top of their mental health care, the SCC takes away the stress of financing my care or having to stress about the travel time that could take away from my studying during a particularly stressful week. And even beyond that, the SCC has become a safe space for me. To have a space in my life where I can enter feeling completely unjudged and safe and supported has been so crucial to my success.

Looking back, I think something inside of me did not want to go to the counseling center because I thought depression and a career as a physician were mutually exclusive. However, with the treatment I have been able to receive at the SCC, I realize that my depression is not an indication that I will be mentally and emotionally unfit to practice medicine.

I don’t want to sound trite or clichéd about how the SCC has helped me over the past four years, but words feel inadequate. Stress from my relationship, work, and a recent cross-country move wore me down emotionally in a way I had never experienced, and did not know how to manage. But they were there.

With the help of psychologists at the SCC I learned positive coping strategies and found the personal fortitude to take some really difficult, but positive, steps toward change in my life. Even though my circumstances have changed, and I am in a much better place emotionally, I still go because I’m still learning to develop and grow, and identifying weaknesses that I still need help addressing.

Being limited in time and money, I would not have been able to go anywhere else. I don’t really want to think about where I would be without their support and guidance. I am a stronger person because of them, and I think that every student deserves the same opportunity and potential for growth.
The Student Counseling Center has become one of my most used resources at UT Health. For me, it has served as a safe haven where I can share my struggles without worrying about being judged or somehow reprimanded. I am sincerely thankful to the counselors and psychiatrist for all the guidance they have given me. I truly believe my academic performance and, more importantly, my mental health have improved because of it.
Vision for the Student Counseling Center: What Students Want
Student Surveys

Student Health Services Survey
- Created by the Student Health Advisory Committee and SGA’s Mental Health Committee
- Assessed issues regarding both SCC and SHC
- Administered January 2015, results April 2015

Student Counseling Center Student Survey
- Looked at student satisfaction with the services provided by the SCC
- Administered May 2016, results June 2016
Survey Findings

Area for Improvement

Limited access to care, excessive wait times
Limited services offered
Limited awareness of SCC, services offered
Outdated, unwelcoming basement location

Increase staff, appointment availability
Broaden services, develop wellness programming
Increase staff to facilitate participation in student outreach and promotion of SCC services
Relocate to new, dedicated space

Mental Health Services at the UT Health Science Center at San Antonio: A Report on Student Needs and Recommendations

Chang, BA, ME, PA; Le, Rachel; Johnson, BB; Miller, BA; Angel, BA; Melendez, BA; Holmen, BA; Morales, BA

Abstract

The stigma surrounding mental health has often been observed as an issue within the healthcare system, leading to decreased access to care and poorer health outcomes. This report aims to address the issues surrounding mental health services at the UT Health Science Center at San Antonio (UTHSCSA). A survey was conducted to assess the needs and preferences of students at UTHSCSA. The results revealed significant dissatisfaction with the availability of mental health services, particularly with wait times and ease of scheduling appointments.

Summary of Recommendations

Informational Recommendations
1. Create a printed “Student Wellness Handbook” that describes the services available to students at UTHSCSA.
2. During student orientation, a one-hour session that actively engages students on available services should be required.
3. Improve the utility of the Student Counseling Center’s website.
4. Define the differences and unique benefits of each campus provider (i.e., SHC and SCC) of mental health services; these differences should be made available to students.

Service Recommendations
5. Increase appointment availability and financial support of the Student Counseling Center.
6. Grant students the power to propose and approve changes in funding for the Student Health Center and Student Counseling Center through the Student Government Association.

Process Recommendations
7. Continue student involvement with a sustainable model that improves communication and collaboration between student leaders and faculty to address issues specific to student mental health.
8. Notify students that they may be paired with a counseling intern prior to scheduling an appointment; when informing the student, focus on the student’s need for continuity-of-care (rather than the provider’s level-of-training) and ensure that they may opt out at any time.
9. Create a post-appointment feedback form given to students who used the Student Counseling Center as part of a continuous monitoring and improvement initiative.
10. Create protocols on handling special situations that affect access to care; all current and future new patients.

Environmental Recommendations
11. The Student Counseling Center and Student Health Center should remain as separate, independent entities.
12. Consider rearranging the waiting room, if possible, in the Student Counseling Center to improve the feeling of privacy.
13. Consider creating discreet parking spots (similar to those in front of the Student Health Center) for students who are not receiving appointments at the Student Counseling Center.

Institutional Recommendations
14. Programs that extend beyond access to mental health services, e.g., those impacting culture and curricula, should be considered to improve student wellness and decrease need for mental health services.
15. Required mindfulness practice and lectures should be considered in curricula.
Making Improvements Requires **Funding**
One-Time Capital Investments:
Institutional Funding
New Location!

WHERE: 3rd floor of the Dental School

WHEN: completed in next 18-24 months

HOW: Institutional funds designated for renovating outdated facilities
Expansion of Services, Access: Medical Services Fee Referendum
What is the Medical Services Fee (MSF)?

The Medical Services Fee is a yearly fee assessed to all students for medical services provided at the Student Health Clinic and the Student Counseling Center.

Currently, it is $159.75.

- **Student Health Clinic**: 71.7% of fee
- **Student Counseling Center**: 28.3% of fee
How do we compare?

UT Health San Antonio: $159.75

UTHealth The University of Texas Health Science Center at Houston: $179.70

utmb Health: $225.00

UT Southwestern Medical Center: $225.00
Proposed Incremental MSF Increase

<table>
<thead>
<tr>
<th>Academic Year (AY)</th>
<th>Student Health Clinic</th>
<th>Student Counseling Center</th>
<th>Total</th>
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<tbody>
<tr>
<td>AY 2016-17</td>
<td>$114.50</td>
<td>$45.25</td>
<td>$159.75</td>
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<td>AY 2017-18</td>
<td>$114.50</td>
<td>$61.15</td>
<td>$175.65</td>
</tr>
<tr>
<td>AY 2018-19</td>
<td>$114.50</td>
<td>$78.70</td>
<td>$193.20</td>
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<tr>
<td>AY 2019-20</td>
<td>$114.50</td>
<td>$97.90</td>
<td>$212.40</td>
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<tr>
<td>AY 2020-21</td>
<td>$114.50</td>
<td>$110.50</td>
<td>$225.00</td>
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- **Student Health Clinic**
- **Student Counseling Center**
Financial Impact for Students…

Students would pay an average increase of $16.31 per year over a four year period… *that comes out to $1.36 per month.*

- Less than four lattes
- Less than a tank of gas
- Less than one visit co-pay
- WAY less than your tuition bill
Financial Impact for SCC...

*based on total student enrollment of 2,875
History: In 2008, students passed a fee referendum that provides all UTHSA students with memberships to Gold’s Gym.

Does every student use Gold's Gym?
No.

Is it important for students to support resources that promote physical and mental health, such as Gold’s Gym and the Student Counseling Center?
Yes.
What will students get from the proposed fee increase?
Additional Staff
New Hires: 3 Additional Full-Time Staff

Mia Veve, PhD
Director, Psychologist

Martha Almazan
Admin. Associate

Kelin Ogburn, MD
*Psychiatrist

Julie Bailey, MD
*Psychiatrist, SoM

Psychologist

Kavita Demla, MD
*Psychiatry Resident

Nicholas Ray, MD
*Psychiatry Resident

Hannah Sommer, MS
*Psychology Resident

Marcella Alvarez, LPC
Counselor

Social Worker

*indicates part-time staff
Expansion of Existing Services
Additional Appointments & Outreach

• Additional clinic appointments
  – 8 additional testing appointments per week
  – 34 additional psychotherapy appointments per week
  – 28 additional case management appointments per week

• Expanded outreach efforts: student orientation, curricular involvement
Better Access to Care
Decreased Wait Times

<table>
<thead>
<tr>
<th>Role</th>
<th>Current Wait</th>
<th>Future Wait</th>
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</thead>
<tbody>
<tr>
<td>Psychiatrist</td>
<td>4 weeks</td>
<td>2 weeks</td>
</tr>
<tr>
<td>Psychiatry Resident</td>
<td>1 week</td>
<td>No wait</td>
</tr>
<tr>
<td>Counselor</td>
<td>2 weeks</td>
<td>1 week</td>
</tr>
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New Services & Programming
New Diagnostic Testing Instruments

- ADA Requirements
- Board Requirements
- Depression
- Anxiety
- Personality
Group/Workshop Room

Social Groups
Anxiety Groups

Art Therapy
Music Therapy

Mindfulness
Meditation

Time Management
Stress Management
Relaxation Room

- Massage Chairs
- Biofeedback
  Computers
- Progressive
  Relaxation
- Therapy Dog
What’s next?
Spread the word!

- Get involved
- Educate campus community and talk to your classmates
- Encourage students to attend one of the open forum Q&A sessions this month
- And finally...

VOTE
Open Forums

WHAT:
Presentation by multidisciplinary students
Q&A with Office of Student Life

WHEN:
Tuesday, March 7 from 12–1PM
Holly Auditorium w/Livestream

Wednesday, March 22 from 12–1PM
ALTC 3.301 w/Livestream

Tuesday, March 28 from 5:30–6:30PM
Medical School Room 309L (near “glass elevators”)

TENTATIVE
Saturday, April 1 from 11AM–12PM
Medical School Room 309L (near “glass elevators”)
Voting Information

**WHO:**
Current UTHSA students in all schools

**WHEN:**
Tuesday, April 11 – Thursday, April 13

**WHERE:**
By e-mail link or at on-campus voting locations