CWU: Student Medical and Counseling Clinic

Update

Fall 2014 started quickly with full schedules before the first classes started on the 24th of September. 195 medical and counseling appointments were completed the first week and a total of 355 appointments the second. Current statistics (on page-3) show that 53% of new admissions to the clinic are freshmen and transfer students. In addition to these initial appointments, the clinic completed its accreditation process on the 22nd and 23rd for the AAAHC (American Association of Ambulatory Healthcare). This voluntary process is important to payers as a demonstration of the clinic’s quality services that meet and/or exceed national medical and counseling standards. The clinic is credentialed by both the AAAHC and the APA (American Psychological Association).

The Clinic Model

The Student Medical and Counseling Clinic is an integrated, student-centered medical home. The clinic at CWU-Ellensburg is unique since it is one of the only integrated, medical home models in the State of Washington. The medical home is best described as a model or philosophy of health services that is student-centered, comprehensive, team-based, coordinated, accessible, and focused on quality and safety. This model moves the focus of health care on the Ellensburg campus from an urgent care “illness” model to one of wellness and balance. It has become a widely accepted model for how care should be organized and delivered throughout the health care system, and is a philosophy of delivery that encourages providers and care teams to meet students where they are, from the simplest to the most complex conditions. It is a place where students are treated with respect, dignity, and compassion, and enables strong and trusting relationships with providers and staff. Above all, the medical home is not a final destination instead, it is a model for achieving healthcare excellence so that services are received in the right place, at the right time, and in the manner that best suits a student’s needs.

Clinic Model: Core Concepts

• **Student-centered:** A partnership among practitioners, students, and their supports that decisions respect students’ wants, needs, and preferences, and that students have the education and support they need to make decisions and participate in their own care.

• **Comprehensive:** A team of care providers (from across the campus community) is wholly accountable for a student’s physical and mental health care needs, including prevention and wellness, acute care, and chronic care.

• **Coordinated:** Care is organized across all elements of the broader health care and campus system, including services on campus, hospitals, community services and supports.

• **Accessible:** Students are able to access services with shorter waiting times, 24/7 electronic or telephone access, and strong communication through health IT innovations.

• **Committed to quality and safety:** Clinicians and staff enhance quality improvements to ensure that patients and community supports make informed decisions about their health. Outcome tools are utilized in primary care appointments, mental health services, and to evaluate all appointments.

Students Identified Needs and Campus Concerns

Reports show that the top five concerns on college and university campuses are;
1. Mental Health

2. Sleep

3. Infectious Disease

4. Exercise

5. Alcohol (and other drug abuse)

Depression and anxiety are common at this time. New students and transfer students face many unknowns as they move to campus and into the Ellensburg community. Oftentimes this is the normal stress that change and adaptation bring. But for some this is the start or a repeat of overwhelming feelings of dread and despair. To address this the Student Medical and Counseling Clinic is implementing a new program called “TAO.” TAO is an innovative treatment for anxiety started at the University of Florida and is currently in a pilot study phase. This approach engages the student in two brief individual appointments and the rest of the appointments are completed over the phone. Implementation of this program starts soon.

Numbers 2, and 4 should go together. The goal at the clinic is to look at all the factors that affect a student’s success. The intensity of the academic requirements along with social expectations can make an impact on health functioning. It’s important to keep balance and recognize what an individual’s needs are. By having an integrated clinic the issues of wellness (biologic, psychologic, social, educational and spiritual needs) can be addressed.

Alcohol and Other Drug Abuse is a concern. An article in the Observer recently indicated that the fees for a student to be transported to the hospital for alcohol or substance overdose is over $3,000 dollars. Since January 1, 2014 over 46 students (a third of all emergency overdose referrals) have been transported to the hospital for overdoses of alcohol and/or drug use.

This fall the Student Medical and Counseling Clinic worked with Wellness staff on a grant application from Transforming Youth Recovery (TYR) to address substance use for students. We’re notified of our award this past week. This money will be used to identify community resources, develop support for treatment programs and engage students addressing substance abuse that provides access to treatment and a clean living environment supporting their academic success.

Lastly, infectious diseases are a front page issue. Ebola has made headlines and daily there is contact from someone concerned about infections on campus. At Central we are working closely with the Kittitas Health Department regarding precautions for infectious diseases, not just Ebola but other illnesses. We have offered free vaccinations for Meningitis and are planning clinics for mass flu vaccinations in the coming weeks.

Future Goals and Plans (Fall 2014)

1. Development of a Student Health Advisory Committee
2. Collaboration on Substance Abuse Treatment Services and Healthy Living Residence Program
3. Billing and Services Plan
4. Marketing and Outreach Plan
5. 2015 Implementation Plan
The clinic is an *integrated, student centered medical home model*. The clinic provides integrated healthcare through a team-based model led by medical and counseling staff who provide a continuous and coordinated partnership with students throughout their time at Central. Clinical and Medical staff promote self-efficacy and shared decision making that encourages students to be active and engage in health seeking behavior.

This model of clinical practice moves healthcare from an *illness and urgent care model* to a system that encourages students to be active in addressing their physical, mental, educational and spiritual needs. Students have access to an array of primary care services, lab, x-ray and minor surgery, counseling services and peer nutrition services as well as referrals to the services and programs with the Wellness Center and other community providers.

This model reduces the stigma of behavioral health by integrating referrals from Residential Case Managers, integrating screening tools into primary care appointments and makes the referral to services a *warm hand off* to other providers in the clinic, on campus and in the community.