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Resolution: #19-05

Sponsor: Arianna Dalamaggas, CSU Board of Representatives, School of Medicine

Co-Sponsors:

Charles Altfillisch, CSU Board of Representatives, School of Medicine

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Bradley Pfeifer, CSU Board of Representatives, School of Medicine

Purpose: To articulate to all Creighton University students the specific rationale for closing Student Health Services (now restructured as Student Health Education and Compliance Office), to respond to the various impacts that it has had on students, and to request enhancements in the services provided by the CHI Student Care Clinic to meet the unique needs of the Creighton student population.

Whereas: As students at a Jesuit Catholic institution, we have been given the opportunity to experience what it means to strive for more, to exist for and with others, and to apply all of the Jesuit Charisms to our daily lives. Undergraduate students, graduate, and professional students enrolled in health profession programs at Creighton learn about the impact on patients when care is accessible, affordable, and comprehensive. Furthermore, the American College Health Association recognizes the unique needs of a college population, and recommends that care be applicable to the unique population. The closure of Student Health Services formerly located in the Harper Center represents a shift away from the values that students at Creighton have come to expect from their leadership and institution.

Whereas: The former Student Health Services was accredited by Accreditation Association for Ambulatory Health Care (AAAHC) and was one of only 16 college health centers in the nation recognized as a patient-centered medical home. This former entity had been following national best practice guidelines by providing integrated medical and mental health services. They also had shared medical and mental health records, allowing for the most holistic approach to student care, a critical need especially as mental health issues are increasing amongst college students nationwide. The establishment of the new CHI Student Care Clinic deviates from these national best practice guidelines.

Whereas: At the former Student Health Services, student medical records were securely stored and inaccessible to attending physicians and residents in Mediat, their electronic medical records (EMR) system. Now student medical records are maintained in Epic at the CHI Student Care Clinic. Epic is used at all CHI facilities in the Omaha metro area, and currently lacks clearly defined privacy guidelines to keep medical student health records fully inaccessible to physicians and residents. Medical students may rotate with CHI faculty and residents during Family Medicine or Internal Medicine clinical rotations. Furthermore, while HIPAA and professional codes of ethics limit provider access to records of a patient they are not caring for, chief complaints are visible on provider schedules without entering the chart. This



could put students in unnecessarily uncomfortable positions with their attendings who work in the clinical spaces at the CHI Student Care Clinic. This does not warrant an official breach of privacy within Epic. Liaison Committee on Medical Education (LCME) accreditation standards are very explicit about the protection of medical student medical records. Citations by LCME could be detrimental for the School of Medicine and Creighton University.

Whereas: The CHI Student Care Clinic makes the claim of “walk-in & same-day appointments;” however medical students are often unable to access this benefit as only four providers are able to see medical students and their working hours do not span the entire duration of clinic operating hours. Additionally, at the former Student Health Services, all Creighton students were seen by a fully licensed and trained physician, nurse practitioner, or physician assistant. Now many students are scheduled with a resident physician. While this may increase appointment availability, this lowers the quality of care that students are receiving.

Whereas: There was a set fee schedule for students at the former Student Health Services, which was much lower than the fee schedule for the same services offered at the CHI Student Care Clinic. There is also an additional copay of \$40 for all students on the university-sponsored insurance plan for any visit. At a September CSU Board of Representatives meeting, Drs. Haecker and Young addressed these particular concerns, and plan for Division of Student Life representatives to return in January for further discussion on the negotiation of a lower copay for students, for the upcoming insurance premium year noting that this is a significant concern amongst students. At the former Student Health Services, all services were covered at 100% for those students on the university-sponsored plan. Among the services now provided at a higher cost is sexually transmitted infection (STI) testing. This service was provided to students at no cost, and not billed to their insurance at the former Student Health Services. These services now come at a greater cost both financially and personally at the CHI Student Care Clinic, with no systems in place to support students requiring these services. However, efforts to support students directly on campus have been undertaken, thanks to a recent partnership with the Douglas County Health Department, providing STI testing free of charge, in Markoe Hall, to students. This does not alleviate the issue of increased cost of testing at the Student Care Clinic, but provides an alternative for students seeking these services outside of general physical or annual exams.

Whereas: At the former Student Health Services, students were able to access travel medicine services and vaccinations for study abroad and global health, supporting the education and athletic endeavors of over 500 students, and the global mission of our president, Fr. Daniel Hendrickson (obtained from Creighton University Undergraduate Admission website; accessed 11/11/19).¹ The former Student Health Services even held special after-hours travel medicine clinics for certain groups of students and various athletic teams. The CHI Student Care Clinic will not offer these services to students, leaving students no option but to arrange transportation to other facilities, potentially interfering with their academic and extra-curricular success and development while at Creighton University. Other services the new clinic will not offer include immunotherapy (allergy shots) and medication infusions, which are needed by some

¹ <https://admissions.creighton.edu/why-creighton/academics/study-abroad>
(Creighton University, 2019)



students on campus for their health and well-being. These are common services provided at other college health centers to meet the unique needs of college students. Additionally, student immunization compliance is not currently automatically updated in The BirdHouse if students receive immunizations or lab titers at CHI Student Care Clinic, that are necessary to meet University requirements for residential living and health science onboarding. Efforts are currently underway, and should be fully functional for students beginning in December through the use of NESIIS (Nebraska State Immunization Information System), which will hopefully alleviate some of these concerns with ease of managing student immunizations and other compliance documents. However, since the onset of this significant health care services change, where there were once built-in systems for this at the former Student Health Services, there has been another layer of paperwork and record-keeping for students to manage since the closure of Student Health Services on June 28th. This extra layer, if not properly addressed through the use of NESIIS, can lead to noncompliance, which can impact a student's financial aid disbursement, class registration, and ability to participate in clinical rotations.

Whereas: The former Student Health Services employees and those remaining in the Student Health Education and Compliance Office specialize in college health and student wellness. Unfortunately, this does not carry over to the employees of CHI. Students reflecting on their experience in the clinic have noted that their interactions with the receptionists at the CHI Student Care Clinic have been inconsistent with regard to the accuracy of information received. Students have also noted the variability in timeliness of a receptionist answering the phones (the call center is off-site), and with wait times upon appointment arrival. These issues did not occur at the former Student Health Services.

Whereas: Students noted their appreciation for the anonymity felt when seeking mental health services on campus at the former Center for Health and Counseling because Student Counseling Services and Student Health Services were in the same office. Now students have said how much more likely it is that people will know they are seeking mental health services when entering Student Counseling Services at Markoe Hall. This separation singles students out who wish to seek mental health counseling or psychiatric services.

Whereas: Parents of current students have made known their frustrations and concerns with this change to Fr. Hendrickson, with no direct response from his office. Furthermore, many parents who have entrusted the health and well-being of their students to Creighton University, have received no direct communication from the university regarding the significant change to the structure of our institution. Communications were sent by the Division of Student Life to all students, faculty, and staff, but the parents have not been notified directly about the impact of this change. However, parents were notified of UConn joining the Big East athletic conference, and in response to the notable lack of information regarding their student's healthcare access, one parent had this to say, "You as a university have a responsibility to promote health and safety, and with this closure, you've failed at that task. Please reconsider."

Whereas: Many individuals feel this change was made abruptly over the summer when few students were present to acknowledge or take action against this change, or to provide input. Again, this action could not be one further from our guiding principles as a Jesuit Catholic institution.



Whereas: To fully support our student body, and to cultivate the wellness of all persons on campus, it is imperative that students are more clearly made aware of the changes to the care they have access to while a student at Creighton University. We deserve access to care that is in the best interest of those who utilize it, not to large corporate entities. This kind of care can only be obtained through deliberate and thoughtful planning on behalf of those in power.

Therefore: Continuing to keep students deprived of valuable information vital to their personal health, safety, and well-being while a student at Creighton University is unacceptable. We ask that Provost Murray address the below points to students, faculty, and staff via email through the cu_students and cu_facstaff listservs.

- Why was the former Student Health Services closed with no input from students?
- How were each of the recommendations in the American College Health Association guideline titled “Outsourcing of College Health Programs: Discussion Points”² addressed prior to closing Student Health Services and outsourcing to CHI?
- Why were parents not notified of the significant change their students’ healthcare, a crucial aspect of college life, and an action that would be consistent with major university updates Fr. Hendrickson typically disseminates to all members of the Creighton community?
- How do these changes align with the mission of our institution?
- How will the stark deviation from national best practices in terms of medical and mental health integration be remedied?
- What changes to improve the student experience at the CHI Student Care Clinic can be expected by the next academic year (2020-21) with respect to the following?
 - Cost of services provided at the CHI Student Care Clinic
 - Accessibility of walk-in appointments, as advertised, for all students (including medical students)
 - Access to services such as travel medicine, immunotherapy (allergy shots), infusions, and lab monitoring, etc. as were offered at the former Student Health Services
 - Protected health information privacy and security, particularly for medical student health records at a level equal to that provided at the former Student Health Services
- Lastly, we ask that the discrepancies in information received from CHI receptionists and phone operators be addressed to eliminate confusion amongst students, and to provide a better healthcare experience for Creighton students visiting the clinic for their healthcare services.

²https://www.acha.org/documents/resources/guidelines/ACHA_Outsourcing_College_Health_Programs_May2019.pdf
(ACHA Task Force, 2019)