



February 24, 2022

Kendra Clary  
Legislative Affairs Director  
Student Government Association  
Fort Hays State University

Dear Kendra:

**Student Health:** \$4.78 per credit hour

**Request:** No change

**Re: Student Fee Review for Health and Wellness Services – Medical Services**

We greatly appreciate Student Government Association's continued support of Health and Wellness Services – Medical Services, formerly known as the Student Health Center (SHC). This support is critical for Medical Services' core purpose of providing timely, accessible, and affordable healthcare to students of Fort Hays State University. While we have experienced significant financial strain resulting from both the pandemic and our physical move on campus, your support has helped us continue meeting the needs of students during this challenging time. We anticipate this financial difficulty will be temporary, and that our service utilization will correct in the next two years as the pandemic becomes an endemic. At this time, it is our wish that the student fee associated with Medical Services remain at its current level until the next review period.

The following overview provides information on our financial history, current status, and service highlights. We hope that it will help Student Government Association learn more about our operational history and commitment to the FHSU community.

**Financial History**

In 2009, the SHC was at risk of being permanently closed because of sustained losses. The turning point was the decision to begin charging students for medical services. From 2010 to 2015, a combination of billing revenue and student fee support exceeded the cost of operations, and the SHC fund accumulated a surplus of approximately \$500,000.

In 2016, SGA decreased the student fee allocated to the SHC by 10%. This was an agreeable and reasonable step in light of the fund surplus. At that time, the SHC implemented efforts to reduce charges and offer more free services to reduce the fund surplus.

SGA did not change the student fee allocated to the SHC during the 2018 and 2020 fee reviews.

In Spring 2020, the SHC began experiencing reduced service utilization and revenue as a result of the Covid-19 pandemic. The closure of campus services from mid-March 2020 until August 2020 impacted service utilization. Additionally, the reduced on-campus student population since that time impacted revenue. Further, through the course of the pandemic, the SHC has provided many services at no charge. All of these factors contributed to a loss of \$84,000, reducing the surplus to approximately \$430,000 last year.

**Current Status**

At the beginning of the current academic year, the SHC and Kelly Center (counseling and accessibility services) combined to become Health and Wellness Services on the third floor of the Fischli-Wills Center for Student Success. This move nearly doubled the space available for our medical services. As a result, we had to purchase new equipment and medical supplies for

the increased space. Additionally, we determined it was an ideal time to modernize medical equipment that was over 30 years old and that frequently required service calls for hydraulic leaks and other mechanical issues. These expenditures came at a considerable cost and reflect part of the losses in our budget for this year.

Since our last review, the pandemic has also caused issues with our budget revenues and expenses. We have provided free COVID testing and free COVID vaccine clinics to support students, staff, and faculty. These efforts to create a safe and healthy campus along with the reduced student population on campus led to a 7% reduction in services the first year of the pandemic and a 13% reduction in the second year of the pandemic. This has had a considerable effect on our revenues as we work to maximize both insurance payments and payments from students. We are also aware that the pandemic has affected our students and their ability to pay for services due to their own financial difficulties. We have granted hardship discounts to many students to ensure they can continue getting their medical needs met during these financially difficult times. Even with decreased support from student fees, we have remained viable by reducing expenses and maximizing insurance claims for preventive care services which are paid in full by most insurance plans.

### **Service Highlights**

Every year we continue to increase the scope of free services available to students. Listed below are highlights of ongoing free services as well as ones initiated to help during the pandemic:

- **Free COVID vaccinations:** We provided vaccine clinics at the beginning of the school year during Athletic Department student check-in, the Back to School Picnic, and Move-In Day at McMindes and Victor E. Village. We also provided a second dose vaccine clinic one month after those clinics to ensure initial vaccine recipients received the vaccine series. We continue to have a free vaccine clinic every Tuesday at Health and Wellness Services.
- **Vaccine Incentive Program:** Our office orchestrated this program which provided \$400 to students who completed their COVID vaccine series. Between the efforts of the Vaccine Incentive Program and the Vaccine Clinics, over 1,800 students received their vaccination series for this school year.
- **Free COVID testing:** We order and manage the supply of COVID testing materials for the university. These testing supplies are then distributed to the Athletic Department for their testing requirements and Residential Life to provide free antigen tests for those living on campus. We also provided free surveillance testing on campus to different departments and classrooms that requested the services.
- **COVID management and contact tracing:** Health and Wellness became and continues to serve as the central location for COVID questions and concerns. Our staff work to address the questions from the campus community about symptoms and testing. Our staff also provide follow up to those who test positive for COVID and manage quarantine and isolation guidelines set forth by the university, the Ellis County Health Department, the Kansas Department of Health and Environment, and the Centers for Disease Control and Prevention.
- **Tuberculosis (TB) skin testing:** We work with the Nursing and Speech Pathology Departments to complete the necessary testing which is an enrollment prerequisite for many health science majors. We provide this service free of charge.
- **Testing for sexually transmitted infections:** We provide free testing on the first Wednesday of each month to dozens of students. We also provide free testing for the entire month of April as part of STD Awareness Month.
- **Influenza vaccines:** We provide free influenza vaccines at no cost to students at the Health and Wellness Services Office and at off-site clinics in McMindes Hall and the Memorial Union.
- **Patient assistance discounts:** Counseling Services staff at Health and Wellness Services have the option to refer students for a medical evaluation at no cost if they are in need and do not have adequate financial resources to pay for the service.
- **Medical supplies:** Each year, we give away thermometers, toothpaste, tooth brushes, hand sanitizer, Kleenex, bandages, and other minor medical supplies to make life easier and more convenient for students. We also provide free rental of crutches for those who are injured.

In addition to these services, we conveniently and cost-effectively meet the daily healthcare needs of students and the University's regulatory obligations. Listed below are highlights of those activities:

- In 2020, Medical Services logged over 3,500 appointments and touched at least 50% of the on-campus student population through office visits, flu clinics, and TB screenings.
- The majority of our medical charges are approximately half of what they would be for the same service delivered in other local clinics. We have not implemented a general charge increase since 2015.
- We provide over-the-counter and prescription medications at a discount through the 340B Program. This grant program allows us access to reduced prices on select medications. This often results in savings of over 50% for our students on the cost of their medications.
- We provide treatment for minor illnesses and injuries, medication management for anxiety and depression, women's and men's health services, routine physicals, immunizations, and diagnostic laboratory testing.
- Our public health functions include posting timely and up-to-date information and planning for disease outbreaks including influenza, measles, mumps, and coronavirus.
- We provide outreach and education services across campus in residence halls, classrooms, and special health-related events.
- Regulatory compliance continues to be an important function of Medical Services. We verify meningococcal immunity for students' initial move into campus housing and screen all new incoming students for tuberculosis.

### **Going Forward**

We are excited about the new opportunities resulting from the integration of medical, counseling, and accessibility services in the Fischli-Wills Center for Student Success. We are able to provide a more enhanced and seamless healthcare experience for our university students and campus community. Additionally, we are grateful to have added Dr. Jeffery Curtis to our team as our Medical Director. His expertise and professional connections will further support student wellness, health, and safety.

On behalf of all Health and Wellness Services staff, thank you to the Student Government Association and student body for your continued support. We are committed to serving and improving the wellness of university students and the campus community. Your support through continuation of the student medical services fee contributes immensely to our ability to provide affordable, quality healthcare services.

Please let us know if you have any questions about our staff, services, or financial reports which are attached.

Sincerely,

Gina Smith, M.S., LCP, LMLP  
Director

Will Stutterheim M.S., LCP  
Assistant Director

Attachments:

Annual Financial Report

Projected Budget

Health and Wellness Financial Policies