University of Pennsylvania

STUDENT HEALTH SERVICE
STUDENT ACCESS TO HEALTH CARE

○ Coverage for care at the Student Health Service (SHS)

○ University insurance requirement:
  ● All full-time students must maintain comprehensive health insurance
  ● Students must verify insurance coverage each year
  ● If adequate coverage not verified, student is automatically enrolled in Penn Student Insurance Plan (PSIP)
THE STUDENT HEALTH SERVICE

- University Department reporting to the Vice Provost for University Life

- Continuous accreditation by the Joint Commission for Accreditation of Healthcare Organizations since 1989

- Clinical affiliation with the University of Pennsylvania Health System
STUDENT HEALTH SERVICE
2006-2007 PROGRAM

○ CLINICAL SERVICES
  ● Primary Care & Sports Medicine
  ● Women’s Health
  ● Nursing
  ● Nutrition
  ● Podiatry

○ NON-CLINICAL SERVICES
  ● Oversight for public health of students
  ● University health requirements
  ● Clinical teaching and mentoring
CLINICAL SERVICES

- Evaluation, treatment and follow-up for acute injuries and illness
- Short stay (observation and treatment)
- Management of chronic health problems
- Screening and preventative health care
- Coordination of outside medical care
APPOINTMENTS

- SHS operates on an appointment basis.

- Appointments may be scheduled in advance or for the same day.
  - 45% of primary care visits are scheduled as same day appointments
  - On average, 60% of appointments are scheduled within 24 hours of the request for care

- Patients who arrive without a scheduled appointment are offered the next available appointment.

- A triage nurse assesses patients and provides care for unscheduled patients if an appointment is not readily available, or if the appointment that is offered does not meet the student’s schedule.
HOURS OF OPERATION

Weekdays

Monday to Thursday 8:00 AM to 7:30 PM

Friday 8:00 AM to 6:30 PM

Weekends

Saturday 11:00 AM to 4:30 PM

After hours care:

After hours, a Student Health Service provider is always on call and accessible. Emergency or urgent care is available at the HUP Emergency Room.
Number of students seen one or more times 1998-99 through 2005-06
Number of student visits, 1997-98 through 2005-06
Patient Satisfaction

- Care by nurse/medical assistant
- Communication by provider
- Time & thoroughness of provider

Graph showing satisfaction levels from 2004 to Sep 05.
PENN STUDENT INSURANCE PLAN (PSIP)

- Hospitalization

- Outpatient office visits
  - Primary and specialty care office visits/referrals
  - Mental health benefits

- Diagnostic studies

- Outpatient therapy/treatments

- Prescription medications
STUDENT HEALTH INSURANCE ADVISORY COMMITTEE (SHIAC)

- Advises Vice Provost, Provost and President on annual PSIP features and insurance issues
- Has significant student representation
- Provides a campus forum for the discussion of plan benefits and costs with insurance providers
Clinical Fee and PSIP Premiums
1997-98 through 2006-07

- Base PSIP premium
- Clinical fee
CONTEMPORARY PSIP INSURANCE ISSUES

- Escalating cost of health insurance nationally
- Diverse constituencies with conflicting interests
- Trade-off between costs and benefits
- Limited ability to negotiate for further savings of any significance in current plan design
- Any discussion of the future of PSIP should include considerations regarding the balance between the PSIP and Clinical Fee